



# SERVICE AGREEMENT FOR INFINITI VEHICLES

## HOW DOES MY SERVICE AGREEMENT PROTECT ME?

In return for your payment, Nissan Extended Services North America, GP (NESNA)\*, will arrange for an Infiniti\*\* dealer to repair or replace all covered parts of your vehicle (see "What This Service Agreement Covers" below) when such repair or replacement is due to a "MECHANICAL BREAKDOWN", as defined below, and when all other terms and conditions of this Agreement are met.

MECHANICAL BREAKDOWN means the inability of a covered part(s) to perform the function(s) for which it was designed, due solely to defects in Infiniti materials or faulty workmanship for which Infiniti is responsible. MECHANICAL BREAKDOWN does not include damage due to negligence, damage caused by an accident, or the gradual reduction in operating performance due to wear and tear. In addition, this Agreement does not provide any benefit for any mechanical failure or breakdown caused by a non-covered part.

\*NESNA indicates Nissan Extended Services North America, GP, P.O. Box 658004, Franklin, TN 37068-5004, Telephone: (615) 725-1000. \*\*Infiniti refers to Infiniti Division, Nissan North America in the USA.

## WHAT ARE MY SERVICE AGREEMENT TERMS?

This Agreement applies during the term shown under the caption, "Vehicle/Agreement Information". This Agreement begins on the date you purchase the vehicle.

## WHEN DOES MY COVERAGE BEGIN AND END?

All coverage under the New Vehicle plans begins on the date the vehicle is delivered to the first retail buyer or put into use ("in-service date"), whichever is earlier, with mileage beginning at zero, regardless of the vehicle age or odometer reading at the time of sale, although any or all components or parts may be covered by the manufacturer's limited warranty, warranty extensions, recalls or campaigns. Expiration of coverage is determined by the greater of time or mileage, whichever occurs first. Odometer reading, which appears in your Service Agreement, means the number of miles which the vehicle has been operated since manufacture as indicated on the vehicle's odometer, unless the odometer is/has been broken, has been replaced or has been tampered with. In such a situation, NESNA will calculate the total actual number of miles of vehicle operation since manufacture based on the information available. If ever the odometer is tampered with, and/or is inoperative so that the vehicle's total actual number of recorded miles of operation since manufacture cannot be accurately determined by NESNA, the Agreement will be void. Odometer reading reflects the mileage based upon the recording device and numerous factors, and may not reflect actual distance traveled. Time and mileage limits for the Pre-Owned Vehicle plans begin on the date of purchase and current odometer reading, and expire at the number of months or miles after purchase, whichever occurs first.

## WHAT DOES MY SERVICE AGREEMENT COVER?

This Agreement applies only to your vehicle which is identified in the Vehicle/Agreement Information section of this Agreement, and covers any repairs needed due to MECHANICAL BREAKDOWN, as defined above, for all Infiniti parts and components of each Infiniti vehicle except for those items listed under the caption, "WHAT IS NOT COVERED".

## DEDUCTIBLE

Repairs for components covered under the Infiniti Extended Protection Plan are subject to the deductible listed, if any, in the Vehicle/Agreement Information section of this Agreement, per visit.

## REPLACEMENT PARTS

Replacement of any part will be made with a new or remanufactured replacement part manufactured or approved by Infiniti for use on Infiniti vehicles. The replacement part may differ from the original part.

## CAR RENTAL REIMBURSEMENT

If you require alternate transportation due to the MECHANICAL BREAKDOWN of a covered part, this Agreement will provide reimbursement for the actual expenses of substitute transportation up to \$50 per day, to a maximum of five (5) days, and \$250 per service visit. Rental must be made from an authorized rental agency or the Infiniti dealer. Substitute transportation is based on the Infiniti Flat Rate Time required to repair the vehicle according to the following table:

Repair Time Required	Number of Days Allowed	Maximum Reimbursement
0.1 – 8.0 Hours	2	up to \$100
8.1 – 16.0 Hours	3	up to \$150
16.1 – 24.0 Hours	4	up to \$200
24.1 or more Hours	5	up to \$250

## ROADSIDE ASSISTANCE\* BENEFITS

Roadside Assistance coverage is as follows:

### ROADSIDE ASSISTANCE

Upon receiving your call, the nearest Infiniti dealer will be contacted, and a qualified Roadside Assistance representative will be dispatched to provide assistance for: battery boost (jump start); flat tire change; delivery of gas (maximum \$5); and lock-out assistance, up to a maximum of \$100 per claim.

### TOWING

In the event of an unforeseen mechanical problem disabling your vehicle, the Roadside Assistance administrator will make arrangements for your vehicle to be towed up to 250 miles to the nearest Infiniti dealer. Over 250 miles, the vehicle may be towed to the nearest authorized repair facility. This coverage provides for flat bed towing, not to exceed \$100 per claim.

### TRIP INTERRUPTION BENEFITS

Emergency travel/trip interruption coverage is provided should any MECHANICAL BREAKDOWN occur when you are 100 miles or more away from home. Benefits may apply to the occurrence of the following expenses: alternate transportation, meals and lodging. This Agreement will provide coverage for trip interruption, not to exceed \$500 per claim.

FOR 24-HOUR ROADSIDE ASSISTANCE, CALL 1-800-662-6200

\* Services provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin, and Wyoming, where services are provided through Cross Country Motor Club of California, Inc., Medford, MA 02155.

NOTE: Due to the requirements of the laws of certain states, some of the above coverages, such as towing, may be unavailable in your state. Please refer to the endorsements on this Agreement for any exception to coverage mandated by state law or state regulatory authority. If you have any questions, please contact your dealer or call 1-800-662-6200.

## WHAT DO I DO IN CASE OF THE MECHANICAL BREAKDOWN OF A COVERED PART?

- It is your responsibility to protect the vehicle against any further damage.
- Return the vehicle to the selling Infiniti dealer, or the nearest authorized Infiniti dealer.
- Provide this Agreement to the repairing dealer to obtain coverage afforded by the Infiniti Extended Protection Plan. Your Infiniti dealership can also determine coverage through its dealership computer system.

- Provide proof of maintenance to the repairing dealer, as applicable. See section below captioned, "WHAT ABOUT MAINTENANCE AND RECORD-KEEPING?".
- If emergency repairs are required and performed outside of normal business hours, please contact 1-800-662-6200 the next business day.

## WHAT IF I NEED ASSISTANCE LOCATING AN INFINITI REPAIR FACILITY?

The repair or replacement must be performed by your selling Infiniti dealer or by any authorized Infiniti dealer in the U.S., except as otherwise approved by NESNA. Should you require assistance in locating the nearest Infiniti dealer, or authorized repair facility, call Infiniti Consumer Affairs at 1-800-662-6200. See items under the caption, "Roadside Assistance Benefits."

## WHAT ABOUT MAINTENANCE AND RECORD-KEEPING?

You are responsible for properly using, maintaining, and caring for your vehicle as outlined in your Infiniti Owner's Manual.

Evidence of the performance of the required maintenance must be kept and may need to be presented as proof of such maintenance in connection with related repairs covered by the Infiniti Extended Protection Plan. To assist you in maintaining appropriate records, the Infiniti Maintenance Log can be used along with supporting repair invoices, receipts, and other such records.

FAILURE TO PROVIDE SUCH EVIDENCE, OR FAILURE TO PROPERLY MAINTAIN THE VEHICLE IN ACCORDANCE WITH YOUR OWNER'S MANUAL, MAY DISQUALIFY YOU FROM COVERAGE.

## WHAT IS NOT COVERED BY MY SERVICE AGREEMENT?

- Any component of an electric vehicle, i.e., any vehicle whose propulsion is provided by an electric motor and/or power source is not eligible for and is not covered by this Agreement.
- Paint, exhaust system, carpet, glass, upholstery, soft trim, weatherstripping, convertible soft top fabric and liner, clutch disc (manual transmission), conversion of the air conditioning system to operate on R134, battery and cables, tires, disc brake rotors, squeaks, rattles, water leaks, wind noise, and shock absorbers, immobilizer key, and remote keyless entry switch assembly.
- Maintenance service expenses specified in your Owner's Manual, such as: engine tune-up, wheel balance and alignment, spark plug and wire replacement/adjustment, timing belt replacement, fluid and lubricant replacement/replenishment, wiper blade replacement, headlight aiming, filter replacement, and brake pad and/or shoe replacement.
- Any repairs related to loss of performance caused by normal wear and tear unless an actual MECHANICAL BREAKDOWN occurs.
- Any failures due to damage resulting from: accident, fire, theft, water damage, freezing, vandalism, explosion, natural disaster, acts of God, or other outside influences.
- Any failures resulting from:
  - Lack of normal maintenance as specified in your vehicle Owner's Manual/Maintenance Logbook
  - Overheating of the powertrain
  - Use of improper or contaminated fuels, fluids, or lubricants
  - Failure to maintain proper fluid, coolant, or lubricant levels
  - Use of inferior, modified, or non-approved parts
  - Modification of the vehicle from the original factory specifications
  - Negligent operation of a vehicle with a failed component(s)
  - Pulling a trailer or other vehicle that exceeds Infiniti's recommendations or exceeds the maximum Gross Vehicle Weight (GVW) of the vehicle
- Any failures due to rust or corrosion regardless of cause.
- Any failures caused by racing or other competition.
- Service adjustments not usually associated with the replacement of parts.
- Any incidental or consequential damages, such as, but not limited to, loss of the use of the vehicle, lost wages, storage charges, inconvenience or commercial loss.
- Any vehicle with an inoperative or altered speedometer and/or odometer so that the actual mileage of the vehicle cannot be determined.
- Any vehicle used for commercial uses (such as taxi, limousine, rental, etc.).
- Any expense that is covered by your New Vehicle Warranties, parts warranties, or other Agreements.
- Any repair or replacement that has not been authorized by NESNA, or in which the information provided to NESNA cannot be verified as accurate or is found to be deceptive.
- This Agreement, and all coverages described herein, does not apply to any vehicle which has ever been:
  - the subject of a "salvage" or similar title under any state's law, or
  - "totaled" by an insurance company; that is, been the subject of any insurance company's cash payment of claim in lieu of repairs because of a determination that the cost of repairs exceeded the actual cash value of the vehicle. If this Agreement is written on such a vehicle, the full amount of NESNA's liability under this Agreement is limited to a refund from NESNA of the amount paid to NESNA for this Agreement.
- Liability for damage to property or injury to or death of any person arising out of the operation, maintenance, or use of the vehicle described in this Agreement, whether or not related to the PARTS COVERED by this Agreement.
- Any failures resulting from pre-existing conditions which were present at the time of vehicle sale to you.
- Any vehicle not distributed by Nissan North America.
- Repairs of covered components which components are still covered by an Infiniti warranty even if the particular repair is excluded from coverage by the terms of the warranty.

NESNA'S MAXIMUM LIABILITY UNDER THIS AGREEMENT IS AS FOLLOWS: TOTAL ACCUMULATIVE CLAIMS DURING THE TERM OF THE AGREEMENT SHALL NOT EXCEED THE PRIVATE PARTY VALUE OF THE VEHICLE AS LISTED BY KELLEY BLUE BOOK® AT THE TIME OF CURRENT CLAIM.

This Agreement provides coverage only with respect to MECHANICAL BREAKDOWNS that occur during the Agreement period in the United States (excluding U.S. Territories).

## LEGAL DEFINITIONS OF MY SERVICE AGREEMENT

THIS AGREEMENT IS NOT A WARRANTY, AN EXTENSION OF A NEW VEHICLE WARRANTY, OR AN IMPLIED OR GENERAL WARRANTY AND IT IS NOT A CONDITION OF THE SALE OR FINANCING OF THE VEHICLE. This Agreement is a "Service Contract" as defined in federal law. (See 15 USC SEC. 2301 (8).) BY ENTERING INTO THIS AGREEMENT, YOU DO NOT WAIVE ANY APPLICABLE WARRANTIES. Be sure to read this Agreement carefully so that you understand the difference in coverage between your Warranties and this Agreement. FURTHER, you are advised that there are various state and federal laws that protect your interests as a consumer. In the event of a problem that cannot be resolved with NESNA, you may have other rights and remedies available to you.

## ARE THERE ANY OPTIONS/EXCLUSIONS TO MY SERVICE AGREEMENT?

The following state requirements will apply to vehicle service contracts sold in the following states:

**Alabama:**

Cancellation fee is \$25. Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

**Colorado:**

NESNA is the sole obligor under this extended service contract and is solely responsible for payment of or reimbursement of all covered claims. The obligations of NESNA under this contract are guaranteed under a motor vehicle mechanical reimbursement policy underwritten by: American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, FL 33157.

**Connecticut:**

In the event of a dispute regarding the terms of this service contract, Purchaser may file a formal written complaint to State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attention: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase or lease price of the vehicle, the cost of repair of the vehicle and a copy of the service contract.

Should a service contract expire while a vehicle is at a NESNA authorized repair facility for a covered repair, NESNA will complete the repair [begun prior to the expiration of the service contract (based on the repair order open date).]

**Georgia:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

This Service Contract shall be non-cancelable by NESNA except for fraud, material misrepresentation or failure to pay the consideration due therefore.

If you cancel this Service Contract, NESNA shall refund the excess of the consideration paid for this Service Contract above the customary short rate for the expired term of the Service Contract. Your refund will not be reduced by the amount of the claim.

Under provision WHAT IS NOT COVERED BY MY SERVICE AGREEMENT?, item 17 is deleted in its entirety.

Under the provision HOW DO I CANCEL MY SERVICE AGREEMENT?, the last line in the third paragraph is deleted.

**Idaho:**

Obligations of NESNA under this service contract provider are guaranteed under a service contract reimbursement insurance policy. Should NESNA fail to pay or provide service on any claim within sixty (60) days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, FL 33157, or by calling 1(800) 358.8885.

Coverage afforded under this motor vehicle service contract is not guaranteed by the Idaho Insurance Guarantee Association.

**Illinois:**

The cancellation fee is \$50 or 10% of the retail price, whichever is lesser. NESNA is the sole obligor under this extended service contract and is a) the party responsible for honoring cancellation requests, and b) solely responsible for payment of or reimbursement for all covered claims.

**Iowa:**

NESNA is the sole obligor under this extended service contract and is solely responsible for payment of or reimbursement for all covered claims.

Consumers requesting additional information pertaining to this Service Contract may contact the Iowa Insurance Division at the following address: Iowa Securities Bureau, Division of Insurance, 340 East Maple Street, Des Moines, IA 50319-0066, (515) 281-4441.

**Kentucky:**

In consideration of the provisions and stipulations of this Agreement, it is agreed that the lienholder identified on the Vehicle/Agreement Information page shall be provided coverage under this Agreement to the extent of its financial interest in the covered vehicle.

**Louisiana:**

Exclusions: Under provision Cancellation the phrases "provided you have not filed a claim" and "if you have filed a claim" are deleted.

**Maine:**

Your vehicle is covered under an express dealer warranty for thirty (30) days. The coverage provided under your Service Contract begins upon the expiration of:

1. The thirty-day dealers express warranty period.
2. The New Vehicle Limited Warranty, if any.

**New Hampshire:**

1. No cancel or transfer fee will be charged for purchases of Service Contracts.
2. Replacement of any part may be made with a part of like kind or quality.
3. For terms, conditions and exclusions regarding "What is Not Covered" under this Service Contract, see the appropriate section of the Agreement.
4. This Service Contract covers the specific components set forth therein upon expiration of the manufacturer's warranty.

**New York:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

**Oregon:**

NESNA is the sole obligor under this extended service contract and is solely responsible for all covered claims.

**South Carolina:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

Consumers requesting additional information or in the event of a problem that cannot be resolved with NESNA may contact the South Carolina Department of Insurance, Office of Special Services, P.O. Box 100105, Columbia, SC 29202-3105, (800) 768-3467.

**Texas:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

Consumers requesting additional information or in the event of a problem that cannot be resolved with NESNA may contact the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, TX 78711, (800) 803.9202.

**Utah:**

Obligations of NESNA under this service contract are guaranteed under a service contract reimbursement insurance policy. Should NESNA fail to pay or provide service on any claim within 60 days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, FL 33157, or by calling 1(800) 358-8885.

This service contract is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department at (801) 538-3800.

Coverage afforded under this contract is not guaranteed by the Property and Casualty Guaranty Association.

Under Provision WHAT DO I DO IN CASE OF THE MECHANICAL BREAKDOWN OF A COVERED PART?, insert:

- If emergency repair is required and performed outside of normal business hours, call 1-800-662-6200 the next business day, or as soon as reasonably possible, to submit a request for reimbursement. Failure to give any notice or file any proof of loss required by the policy within

the time specified in the policy does not invalidate a claim made by the insured, if the insured shows that it was not reasonably possible to give the notice or file the proof of loss within the prescribed time and that notice was given or proof of loss filed as soon as reasonably possible. NESNA will determine if the MECHANICAL BREAKDOWN is related to a component covered by this Agreement and will reimburse you in accordance with this Agreement."

Under Provision HOW DO I CANCEL MY SERVICE AGREEMENT?, replace "if: a) your vehicle is a total loss or repossessed, or b) your odometer has been stopped or changed during the term of this Agreement, or c) the registered vehicle has been used in any manner not covered by this Agreement" with "due to material misrepresentation; substantial change in the risk assumed, unless NESNA should reasonably have foreseen the change or contemplated the risk when entering into the contract; and substantial breaches of contractual duties, conditions, or warranties."

Under Provision HOW DO I CANCEL MY SERVICE AGREEMENT?, insert third paragraph to read: If your policy is cancelled for any of the reasons stated above except for nonpayment of premium, the cancellation is effective no sooner than 30 days after the delivery or first-class mailing of a written notice to you. If your policy is cancelled due to nonpayment of premium, the cancellation is effective no sooner than 10 days after delivery or first class mailing of a written notice to you.

At the time of purchase of this service contract, the following options for payments are made available to you:

- 1) Single payment
- 2) 0% Financing
- 3) Financing through a lienholder.

**Wisconsin:**

Obligations of NESNA under this service contract provider are guaranteed under a service contract reimbursement insurance policy. Should NESNA fail to pay or provide service on any claim within sixty (60) days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, FL 33157, or by calling 1(800) 358.8885.

THIS SERVICE CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

IN THE STATE OF WISCONSIN, PREAUTHORIZATION OF REPAIR WORK IS REQUIRED BY NESNA. HOWEVER, IF EXTENUATING CIRCUMSTANCES PREVENT THE CUSTOMER FROM OBTAINING PREAUTHORIZATION, NESNA WILL NOT DENY A CLAIM BASED SOLELY ON THE LACK OF PREAUTHORIZATION.

**Wyoming:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

Under Provision HOW DO I CANCEL MY SERVICE AGREEMENT? the following state requirements apply: If this Agreement was financed and no proof of payoff is submitted, the refund will be paid to the purchaser and the lienholder as an additional payee. Lienholders may cancel this Agreement only if your vehicle is a total loss or repossessed.

**HOW DO I CANCEL MY SERVICE AGREEMENT?**

You or a person authorized by you may cancel this Agreement by submitting a written cancellation request which includes the mileage (odometer reading) of the vehicle at the time the cancellation is to be effective, and mailing this information to your selling dealer as listed under the Vehicle/Agreement Information section of this Agreement.

NESNA and/or the Lienholder may cancel this Agreement if: a) your vehicle is a total loss or repossessed, or b) your odometer has been stopped or changed during the term of this Agreement, or c) the registered vehicle has been used in any manner not covered by this Agreement.

If this Agreement is cancelled within sixty (60) days from the Agreement effective date, then you will receive a full refund provided you have not filed a claim. If you have filed a claim or if this Agreement is cancelled after sixty (60) days, then the refund will be calculated based on the greater of the time in force or the mileage driven compared to the total time or mileage of your term. In addition, a processing fee of \$50 (or as noted in the ARE THERE ANY OPTIONS/EXCLUSIONS TO MY SERVICE AGREEMENT? section of this Agreement) will be deducted from the refund.

NOTE: If this Agreement was financed, then the refund will be paid to the lienholder unless proof of pay-off is submitted.

**HOW DO I TRANSFER MY SERVICE AGREEMENT?**

This Agreement is for the benefit of the Purchaser and applies only to the vehicle listed in this Agreement. However, this Agreement may be transferred to subsequent owners of the covered vehicle under the following conditions:

1. The vehicle's service records are current and indicate that the vehicle was maintained in accordance with Infiniti's recommendations. In the event service records are not available, NESNA may require the vehicle to be inspected and serviced at an approved repair facility at the owner's expense to ensure the vehicle has been properly maintained. If the inspection and service disclose abnormal vehicle conditions, then the transfer request may be rejected. This determination shall be within the sole discretion of NESNA.
2. The transfer request is made within thirty (30) days of change in ownership.
3. The transfer information and the appropriate signatures are provided in the Transfer Certificate section of this Agreement.
4. A transfer fee of \$50 (or as noted in the ARE THERE ANY OPTIONS/EXCLUSIONS TO MY SERVICE AGREEMENT? section of this Agreement) payable to NESNA, is included with the transfer request. Payment may be by check or money order.

A new Agreement will be mailed to the subsequent owner after NESNA's receipt and successful processing of all requested material.

**VEHICLE/AGREEMENT INFORMATION**

Purchaser: \_\_\_\_\_

Purchase Price: \_\_\_\_\_

Agreement: \_\_\_\_\_ Deductible: \_\_\_\_\_

VIN: \_\_\_\_\_

Year: \_\_\_\_\_

Make: \_\_\_\_\_

Model: \_\_\_\_\_

Original Manufacturer's New Vehicle Warranty (In-service)

Date: \_\_\_\_\_ Odometer Reading: \_\_\_\_\_

Agreement Effective

Date: \_\_\_\_\_ Odometer Reading: \_\_\_\_\_

Agreement Expiration (whichever occurs first)

Date: \_\_\_\_\_ Odometer Reading: \_\_\_\_\_

Lienholder: \_\_\_\_\_

Dealer: \_\_\_\_\_

Issuer: NISSAN EXTENDED SERVICES NORTH AMERICA, GP

(CA VSC LICENSE NO. 0E81392)

VEHICLE SERVICE CONTRACTS

P.O. BOX 685004

FRANKLIN, TN 37068-5004

# QualityGuard+Plus<sup>®</sup>

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VEHICLE PROTECTION PLAN

08012006000079



**Service Agreement Enclosed  
From Infiniti Dealer  
Protecting your Maxima**

IMA SAMPLE  
1234 ANYSTREET  
ANYTOWN, NY 12345

Member #  
QRDM10724701

VIN  
JN1CA21D3XTXXXXXX

Name  
IMA SAMPLE

Expires (Date/Mileage)  
06-05-2011/60323

Member #  
QRDM10724701

VIN  
JN1CA21D3XTXXXXXX

Name  
IMA SAMPLE

Expires (Date/Mileage)  
06-05-2011/60323

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**Vehicle/Agreement Information**

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**Purchaser:**

IMA SAMPLE  
1234 ANYSTREET  
ANYTOWN, NY 12345

**Policy Number:** QRDM10724701**Plan Type:** QualityGuard+Plus — Deluxe**Purchase Price:** \$500**Deductible:** \$100**Original Manufacturer's****New Vehicle Warranty****(In-service)** Date: 01/01/2008 Odometer Reading: 0**Agreement Effective** Date: 06/05/2009 Odometer Reading: 36,323**Agreement Expiration**  
**(whichever occurs first)** Date: 06/05/2011 Odometer Reading: 60,323**Dealer:**

INFINITI DEALER  
1234 DEALER STREET  
DEALER CITY, NY 12345  
(123) 456-7890

**Lienholder:**

ANY LIENHOLDER

**VIN:** JN1CA21D3XTXXXXXX**Make:** NISSAN**Model:** MAXIMA**Year:** 2008





Service Agreement

**NATIONAL TOLL-FREE ROADSIDE ASSISTANCE\* NUMBER**  
**1.800.225.2476**

\*Services provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming, where services are provided through Cross Country Motor Club of California, Inc., Medford, MA 02155

Send claims for Roadside Assistance to:

Roadside Assistance  
Claims Department  
P.O. Box 9145  
Medford, MA 02155



Congratulations on your recent vehicle purchase and your decision to protect your investment with a Service Agreement. We provide you with quality protection against mechanical failure for covered components.

Your Service Agreement details the specific coverage for your vehicle. It is also your proof of coverage. Please present this Agreement to your selling dealer should your vehicle require servicing.

We urge you to read your Service Agreement carefully, paying close attention to any options or exclusions, fees, deductibles, terms and conditions, owner responsibilities and legal definitions.

If you have any questions regarding your Service Agreement, please contact your dealer.

We sincerely thank you for your business.

NISSAN EXTENDED SERVICES NORTH AMERICA, GP

FOR PRE-OWNED VEHICLES

You are advised that there are various state and federal laws that protect your interests as a consumer. In the event of a problem that cannot be resolved with NESNA, you may have other rights and remedies available to you.

*THIS SERVICE CONTRACT ("Agreement") IS DESIGNED SOLELY TO AFFORD THE PURCHASER WITH REASONABLE REPAIR OR REPLACEMENT OF THE LISTED PARTS TO THE DESCRIBED VEHICLE. IT IS NOT A CONDITION OF THE SALE OR FINANCING OF THE VEHICLE.*

*NISSAN EXTENDED SERVICES RESERVES THE RIGHT TO ACCEPT, CORRECT, MODIFY, OR REFUSE ANY CONTRACT APPLICATION. CLAIMS WITHIN THE FIRST 90 DAYS AND/OR 3,000 MILES OF THE EFFECTIVE DATE ARE SUBJECT TO REVIEW AND/OR DENIAL FOR A PRE-EXISTING CONDITION. NISSAN EXTENDED SERVICES RESERVES THE RIGHT TO REJECT ANY APPLICATION OR CONTRACT FOR ANY REASON AT ITS DISCRETION UPON RETURN OF THE FULL AMOUNT PAID.*

**1 HOW THIS SERVICE AGREEMENT ("Agreement") PROTECTS YOU**

In return for your payment, Nissan Extended Services North America, GP (NESNA)\*, will arrange for payment of the cost to repair or replace all covered parts of the described vehicle when such repair or replacement is due to a "MECHANICAL BREAKDOWN," as defined below, and when all other terms and conditions of this Agreement are met. The deductible which you must pay is listed in the Vehicle/Agreement Information section of this Agreement.

MECHANICAL BREAKDOWN means the inability of a covered part(s) to perform the function(s) for which it was designed, due solely to defects in materials or faulty workmanship. MECHANICAL BREAKDOWN does not include damage due to negligence, damage caused by an accident, or the gradual reduction in operating performance due to wear and tear. In addition, this Agreement does not provide any benefit for any mechanical failure/breakdown caused by a non-covered part, or to a non-covered part.

\*NESNA indicates Nissan Extended Services North America, GP, P.O. Box 685004, Franklin, TN, 37068-5004, Telephone: (615) 725-1000.

**2 WHAT IS COVERED AND FOR HOW LONG**

This QualityGuard+Plus Agreement covers the cost of repairs and the replacement of covered parts due to a MECHANICAL BREAKDOWN. Replacement of any part may be made with a part of like kind and quality (LKQ).

MECHANICAL BREAKDOWN coverage begins when your New Vehicle Limited Warranty, if any, expires. Other coverage, such as towing, begins on the date listed on this Agreement. Therefore, this Agreement may cover you for a portion of the same period as the original New Vehicle Limited Warranty provided with your vehicle when new. The New Vehicle Limited Warranty is the warranty provided by the original manufacturer of your vehicle. MECHANICAL BREAKDOWN and towing coverage continues until the expiration of this Agreement. Refer to the Vehicle/Agreement Information section of this Agreement for details relating to the expiration of this Agreement.

Odometer Reading, which appears in the Vehicle/Agreement Information section of this Agreement, means the actual number of miles which the vehicle has been operated since manufacture as indicated on the vehicle's odometer, unless the odometer is/has been broken, has been replaced or has been tampered with. In such a situation, NESNA will calculate the total actual number of miles of vehicle operation since manufacture based on the information available. If ever the odometer is tampered with, and/or is inoperative so that the vehicle's total actual number of miles of operation since manufacture cannot be accurately determined by NESNA, this Agreement will be void.

This Agreement covers any repairs needed due to MECHANICAL BREAKDOWN, as defined above, for components in the following categories:

**ENGINE:**

*Cylinder block, cylinder head, timing cover, valve cover, and oil pan are only covered if damaged by the failure of an internal engine component. The following parts are covered: pistons, piston rings, connecting rods and bearings, crankshaft and main bearings,*

**10 TRANSFER CERTIFICATE**

Transferred from: IMA SAMPLE

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_ Phone: \_\_\_\_\_ Date of Transfer: \_\_\_\_\_ Odometer at Transfer: \_\_\_\_\_

Agreement: QRDM10724701 VIN: JN1CA21D3XTXXXXXX

Transferred to: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

I have read and understand all the terms and conditions listed above:

Signature of Former Owner: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of New Owner: \_\_\_\_\_ Date: \_\_\_\_\_

This completed transfer certificate, copies of all maintenance records, change of ownership documents, and the transfer fee as stipulated above (made by check or money order payable to Nissan Extended Services North America, GP) should be forwarded to the following address:

NISSAN EXTENDED SERVICES NORTH AMERICA, GP  
VEHICLE SERVICE CONTRACTS  
P.O. BOX 685004  
FRANKLIN, TN 37068-5004

provider.

Consumers requesting additional information or in the event of a problem that cannot be resolved with NESNA may contact the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711, (800) 803.9202.

#### **Wisconsin:**

Obligations of NESNA under this service contract are guaranteed under a service contract reimbursement insurance policy. Should NESNA fail to pay or provide service on any claim within 60 days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157, or by calling 1(800)358-8885.

**THIS SERVICE CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.**

**IN THE STATE OF WISCONSIN, PREAUTHORIZATION OF REPAIR WORK IS REQUIRED BY NESNA. HOWEVER, IF EXTENUATING CIRCUMSTANCES PREVENT THE CUSTOMER FROM OBTAINING PREAUTHORIZATION, NESNA WILL NOT DENY A CLAIM BASED SOLELY ON THE LACK OF PREAUTHORIZATION.**

#### **Wyoming:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

Under Provision CANCELLATION the following state requirements apply: If this Agreement was financed and no proof of payoff is submitted, the refund will be paid to the purchaser and the lienholder as an additional payee. Lienholders may cancel this Agreement only if your vehicle is a total loss or repossessed.

## **8 CANCELLATION**

You or a person authorized by you may cancel this Agreement by submitting a written cancellation request which includes the mileage (odometer reading) of the vehicle at the time the cancellation is to be effective, and mailing this information to your selling dealer as listed under the Vehicle/Agreement Information section of this Agreement.

NESNA and/or the Lienholder may cancel this Agreement if: a) your vehicle is a total loss or repossessed, or b) your odometer has been stopped or changed during the term of this Agreement, or c) the registered vehicle has been used in any manner not covered by this Agreement.

If this Agreement is cancelled within sixty (60) days from the Agreement effective date, you will receive a full refund provided you have not filed a claim. If you have filed a claim or if this Agreement is cancelled after sixty (60) days, the refund will be calculated based on the greater of the time in force or the mileage driven compared to the total time or mileage of your term. In addition, a processing fee of \$50 will be automatically deducted, if applicable, from the refund.

**NOTE:** If this Agreement was financed, the refund will be paid to the lienholder unless proof of pay-off is submitted.

## **9 TRANSFER**

This Agreement is for the benefit of the Purchaser and applies only to the vehicle listed in this Agreement. However, this Agreement may be transferred to subsequent owners of the covered vehicle under the following conditions:

1. The vehicle's service records are current and indicate that the vehicle was maintained in accordance with the Manufacturer's recommendations. In the event service records are not available, NESNA may require the vehicle to be inspected and serviced at an approved repair facility at the owner's expense to ensure the vehicle has been properly maintained. If the inspection and service disclose abnormal vehicle conditions, the transfer request may be rejected. This determination shall be within the sole discretion of NESNA.
2. The transfer request is made within thirty (30) days of change in ownership.
3. The transfer information and the appropriate signatures are provided in the Transfer Certificate section.
4. A transfer fee of \$50 or as noted below payable to Nissan Extended Services North America, GP is included with the transfer request. Payment may be by check or money order.

A new Agreement will be mailed to the subsequent owner within four weeks of NESNA's receipt and successful processing of all requested material.

camshaft and camshaft bearings, cam followers, variable timing solenoid and switch, timing gears, tensioners, idlers, timing/balance chain or belt, intake and exhaust valves, valve springs, valve guides, valve spring retainers, valve spring dampers, rocker arms, rocker arm shafts, push rods, lifters, harmonic balancer (crankshaft pulley), manifolds and collector(s), oil pump, oil pump housing, engine oil cooler, oil sending unit, flywheel / flex plate, ring gear, engine mounts, seals and gaskets.

#### **TURBOCHARGER AND SUPERCHARGER:\*\***

WITH THE PURCHASE OF OPTIONAL COMPONENT COVERAGE ONLY, THE FOLLOWING FACTORY INSTALLED ORIGINAL EQUIPMENT MANUFACTURER PARTS ARE COVERED: all internal components, intercooler, turbocharger or supercharger valves and actuators. Note: turbocharger or supercharger housings are only covered if damaged by the failure of a turbocharger or supercharger internal part.

#### **ROTARY ENGINE:\*\***

WITH THE PURCHASE OF OPTIONAL COMPONENT COVERAGE ONLY, THE FOLLOWING PARTS ARE COVERED: rotor, bearings, apex seal, and eccentric shaft. Note: rotary engine housing is only covered if damaged by the failure of an internal rotary engine part.

#### **DIESEL ENGINE:\*\***

WITH THE PURCHASE OF OPTIONAL COMPONENT COVERAGE ONLY, THE FOLLOWING PARTS ARE COVERED: vacuum pump and glow plug controller/relay.

#### **LUBRICATION AND COOLING:**

Water pump, fan and clutch, fan coupling, serpentine belt tensioner and idler, fan motor, radiator, oil pump case, and seals and gaskets.

#### **FUEL SYSTEM:**

Multi-port fuel injection system including sensors, injectors, pressure regulator, idle air control valve, IMRC Motors, knock sensor, control units, fuel pump and sending unit fuel tank, metal fuel lines, seals and gaskets.

#### **TRANSMISSION: (AUTOMATIC AND MANUAL)**

All internal components. The following parts are also covered: torque converter, electronic control units, oil cooler, transmission mounts, seals and gaskets. Note: transmission case housing, and oil pan are only covered if damaged by the failure of an internal transmission part.

#### **FRONT WHEEL DRIVE:**

All internal components. The following parts are also covered: constant velocity joints (slide joint spider assemblies), seals and gaskets. Note: final drive/transaxle case housing, and oil pan are only covered if damaged by the failure of an internal front wheel drive part.

#### **REAR WHEEL DRIVE:**

All internal components. The following parts are also covered: ring and pinion, limited slip assembly, spider gears, all internal bearings, axle shafts, propeller shaft(s), universal joints (journal assemblies), center support bearings, companion flanges, seals and gaskets. Note: differential housing is only covered if damaged by the failure on an internal rear wheel drive part.

#### **ALL WHEEL DRIVE/FOUR WHEEL DRIVE (AWD/4WD):\*\***

WITH THE PURCHASE OF OPTIONAL COMPONENT COVERAGE ONLY, THE FOLLOWING PARTS ARE COVERED: all internal transfer case components, locking hubs, four-wheel drive actuator/motor, and constant velocity joints (spider assemblies). Note: transfer case housing is only covered if damaged by the failure of an internal AWD/4WD part.

#### **FRONT AND REAR SUSPENSION:**

MacPherson struts, upper and lower control arms (links/transverse links) and bushings, tension/compression rods and bushings, stabilizer bars and bushings, rear arm assembly, torsion bars, upper and lower ball joints, wheel bearings and seals, knuckle spindle, hubs, coil and leaf springs, and rear axle beam.

#### **STEERING:**

Steering gear/rack and pinion internal components. The following are also covered: power steering pump and reservoir, steering column main and upper shafts, steering linkages and couplings, tilt wheel mechanism/actuator, power cylinder assembly, seals and gaskets. Note: steering gear and rack and pinion housings are only covered if damaged by the failure of a steering internal part.

#### **BRAKES:**

Master cylinder, vacuum assist booster, hydro-booster, wheel cylinders, brake calipers, hydraulic valves, lines and fittings, anti-lock braking system, seals and gaskets.

## **ELECTRICAL:**

Starter motor and solenoid, alternator, voltage regulator, ignition coil(s), distributor, ignition switch and module, horn, manually and mechanically operated switches, relays, electronic instrument cluster, electronic driver information display and module (head up display unit), drive computer display, H.I.D ballast, front and rear wiper motors and washers, power window motors and regulators, power door lock actuators, power seat motors, sunroof motor, convertible top motor, power mirror motors and actuators, automatic speed control, OEM anti-theft/keyless entry modules, ignition module, and engine control module (ECM/PCM).

## **FRONT AND REAR AIR CONDITIONING (OEM ONLY):**

Compressor, clutch and pulley, condenser, evaporator, receiver dryer, seals and valves, evaporator thermistor, temperature control programmer, a/c blower motor resistor (relay), blower motor, condenser fan motor, and heater core.

## **\*\* TURBOCHARGER, SUPERCHARGER, ROTARY ENGINE, DIESEL ENGINE, AND AWD/4WD ARE COVERED ONLY IF THE APPLICABLE OPTION WAS SELECTED ON THE QUALITYGUARD APPLICATION AT TIME OF PURCHASE AND THE REQUIRED ADDITIONAL FEE PAID.**

**SEALS AND GASKETS ARE COVERED COMPONENTS FOR LEAKAGE FAILURES AS THEY RELATE TO THE ITEMS LISTED ABOVE. HOWEVER, SEEPAGE IS NOT COVERED AND CANNOT BE CLAIMED UNDER THIS AGREEMENT. LEAKAGE IS DEFINED AS AN ACTIVELY DRIPPING SEAL/GASKET; SEEPAGE IS DEFINED AS A WET SEAL/GASKET.**

## **DEDUCTIBLE:**

Repairs for components covered under this Agreement are subject to the per visit deductible listed in the Vehicle/Agreement Information section of this Agreement.

## **CAR RENTAL REIMBURSEMENT:**

If you require alternate transportation due to the MECHANICAL BREAKDOWN of a covered part, this Agreement will provide reimbursement for the actual expenses of substitute transportation up to \$35 per day, to a maximum of five (5) days, and \$175 per breakdown, once you have an authorized repair. Rental must be made from an authorized rental agency or your repair facility. Reimbursement for substitute transportation under this Agreement is based solely on the repair time required to repair the vehicle. This Agreement does not provide for NESNA to assist with additional rental due to weekends, holidays, parts on back order, or shop delays. NESNA approves rental according to the following table:

Repair Time Required	Number of Days Allowed	Maximum Reimbursement
0.1 – 8.0 Hours	2	up to \$70
8.1 – 16.0 Hours	3	up to \$105
16.1 – 24.0 Hours	4	up to \$140
24.1 – 32.0 Hours	5	up to \$175

## **ROADSIDE ASSISTANCE\* BENEFITS**

Your QualityGuard+Plus Agreement includes a Roadside Assistance Program.

### **▪ ROADSIDE ASSISTANCE COVERAGE**

Upon receiving your call, a Roadside Assistance administrator will dispatch a qualified service facility to provide assistance up to a maximum of \$100 per incident for: battery boost (jump start); flat tire change (with your good spare); delivery of gas (maximum \$5); and lock-out assistance. No deductible will apply for this benefit.

### **▪ TOWING ASSISTANCE**

If your vehicle requires towing due to the MECHANICAL BREAKDOWN of a covered part, this Agreement will provide reimbursement for the actual expense of towing it to an authorized repair facility. Such reimbursement shall not exceed \$100 per mechanical breakdown. If you are entitled to receive towing benefits or coverage from any other source (including, but not limited, to the vehicle's warranty, an insurance policy, or other service contract), this QualityGuard+Plus service contract provides excess coverage only, i.e., NESNA will pay only for the portion (up to \$100) of the towing charge not covered from the other source(s). No deductible will apply for this benefit.

### **▪ TRIP INTERRUPTION BENEFITS**

Emergency travel/trip interruption coverage is provided should any COVERED MECHANICAL

reimbursement insurance policy. Should NESNA fail to pay or provide service on any claim within 60 days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157, or by calling 1(800)358-8885.

## **Iowa:**

At the time of purchase of this service contract, the following options for payments are made available to you: 1) Single payment; 2) 0% financing; or 3) Financing through a lienholder.

The obligations of NESNA under this service contract are guaranteed under a motor vehicle mechanical reimbursement policy underwritten by American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157-6596, Phone: (305) 253-2244. If NESNA fails to pay or provide service on a claim within sixty days after proof of loss has been filed, the service contract holder is entitled to make claim directly against the reimbursement policy.

If the service contract holder cancels and requests a full refund within 20 days and no claims have been filed, a 10% penalty will be added each month to the refund not paid to the holder within 30 days.

Consumers requesting additional information pertaining to this QualityGuard+Plus Service Contract may contact the Iowa Insurance Division at the following address: Iowa Securities Bureau, Division of Insurance, 340 East Maple Street, Des Moines, Iowa 50319-0066, (515) 281-4441.

## **Kentucky:**

The obligations of NESNA under this service contract are insured under a motor vehicle mechanical reimbursement policy underwritten by American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157. The Agreement Purchaser is entitled to make a direct claim against the insurer in the event the claim is not paid within sixty (60) days after the proof of loss has been submitted to the Agreement Administrator.

In consideration of the provisions and stipulations of this Agreement, it is agreed that the lienholder identified on the Vehicle/Agreement Information page shall be provided coverage under this Agreement to the extent of its financial interest in the covered vehicle.

## **Louisiana:**

Exclusions: Under provision Cancellation the phrases "provided you have not filed a claim" and "if you have filed a claim" are deleted.

## **Maryland:**

The Agreement Purchaser is entitled to make a direct claim against the insurer in the event the claim is not paid within sixty (60) days after the proof of loss has been submitted to the Agreement Administrator.

## **New Hampshire:**

1. No cancel or transfer fee will be charged for purchases of Service Contracts.
2. Replacement of any part may be made with a part of like kind and quality.
3. For terms, conditions and exclusions regarding "What is Not Covered" under this Service Contract, see the appropriate section of the Agreement.
4. This Service Contract covers the specific components set forth therein upon expiration of the manufacturer's warranty.

## **New York:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

## **Oregon:**

NESNA is the sole obligor under this extended service contract and is solely responsible for all covered claims.

## **South Carolina:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

Consumers requesting additional information or in the event of a problem that cannot be resolved with NESNA may contact the South Carolina Department of Insurance, Office of Special Services, P.O. Box 100105, Columbia, SC 29202-3105, (800) 768-3467.

## **Texas:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the



**5.22 Seepage around seals. See What is Covered and for How Long. NESNA'S MAXIMUM LIABILITY UNDER THIS AGREEMENT IS AS FOLLOWS: TOTAL ACCUMULATIVE CLAIMS SHALL NOT EXCEED THE PRIVATE PARTY VALUE OF THE VEHICLE AS LISTED BY KELLY BLUE BOOK® AT THE TIME OF CURRENT CLAIM. NESNA WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, LOSS OF USE OF THE VEHICLE, INCONVENIENCE OR COMMERCIAL LOSS.**

**This Agreement provides coverage only with respect to MECHANICAL BREAKDOWNS which occur during the Agreement period in the United States (excluding U.S. Territories).**

## **6 SERVICE CONTRACT/NOT A WARRANTY**

THIS AGREEMENT IS NOT A WARRANTY, AN EXTENSION OF A NEW VEHICLE WARRANTY, OR AN IMPLIED OR GENERAL WARRANTY AND IT IS NOT A CONDITION OF THE SALE OR FINANCING OF THE VEHICLE. This Agreement is a "Service Contract" as defined in federal law. (See 15 USCS SEC. 2301 (8).) BY ENTERING INTO THIS AGREEMENT, YOU DO NOT WAIVE ANY APPLICABLE WARRANTIES. Be sure to read this Agreement carefully so that you understand the difference in coverage between your Warranties and this Agreement. FURTHER, you are advised that there are various state and federal laws that protect your interests as a consumer. In the event of a problem that cannot be resolved with NESNA, you may have other rights and remedies available to you.

## **7 OPTIONS/EXCLUSIONS**

The following state requirements will apply to vehicle service contracts sold in the following state(s):

### **Alabama:**

The transfer fee is \$25. If the lienholder or NESNA cancels the service contract, the \$25 cancel fee may not be deducted.

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

### **Colorado:**

NESNA is the sole obligor under this extended service contract and is solely responsible for payment of or reimbursement of all covered claims. The obligations of NESNA under this contract are guaranteed under a motor vehicle mechanical reimbursement policy underwritten by: American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157.

### **Connecticut:**

In the event of a dispute regarding the terms of this service contract, Purchaser may file a formal written complaint to State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attention: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase or lease price of the vehicle, the cost of repair of the vehicle and a copy of the service contract.

Should a service contract expire while a vehicle is at a NESNA authorized repair facility for a covered repair, NESNA will complete the repair [begun prior to the expiration of the service contract (based on the repair order open date).]

### **Idaho:**

Obligations of NESNA under this service contract are guaranteed under a service contract reimbursement insurance policy. Should NESNA fail to pay or provide service on any claim within 60 days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157, or by calling 1(800)358-8885.

Coverage afforded under this motor vehicle service contract is not guaranteed by the Idaho Insurance Guarantee Association.

### **Illinois:**

The cancellation fee is \$50 or 10% of the retail price, whichever is lesser. NESNA is the sole obligor under this extended service contract and is a) the party responsible for honoring cancellation requests, and b) solely responsible for payment of or reimbursement for all covered claims.

### **Indiana:**

Obligations of NESNA under this service contract are guaranteed under a service contract

BREAKDOWN occur when you are 100 miles or more away from home. Benefits may apply to the occurrence of the following expenses: alternate transportation, meals and lodging. Arrangements must be coordinated through the Roadside Assistance administrator. This Agreement will provide coverage for trip interruption, not to exceed \$500 per covered incident. No deductible will apply for this benefit.

### **FOR 24-HOUR ROADSIDE ASSISTANCE CALL 1-800-225-2476**

\*Services provided through Cross County Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin, and Wyoming, where services are provided through Cross Country Motor Club of California, Inc., Medford, MA 02155.

### **MANUFACTURER'S WARRANTY DEDUCTIBLE REIMBURSEMENT:**

**If any part covered under this Agreement is replaced under a Manufacturer's Warranty, you will be reimbursed for a portion of the required deductible charged to you by the Manufacturer, less the QualityGuard+Plus deductible.**

**NOTE: Due to the requirements of the laws of certain states, some of the above coverages, such as towing, may be unavailable in your state. Please refer to the endorsements on this Agreement for any exceptions to coverage mandated by state law or state regulatory authority.**

## **3 WHAT TO DO IN CASE OF A MECHANICAL BREAKDOWN OF A COVERED PART**

- 3.1 Return the vehicle to the selling dealer if possible, or a licensed authorized repair facility.
- 3.2 Provide the repairing dealer with this Agreement and instruct them to contact NESNA at 1-800-888-5245, PRIOR TO REPAIRING, REPLACING OR DISASSEMBLY OF ANY PART(S). NESNA will consider the repairing dealer's diagnosis of your vehicle in order to determine if the MECHANICAL BREAKDOWN is related to a component covered by this QUALITYGUARD+PLUS AGREEMENT.  
**IMPORTANT: IT IS YOUR RESPONSIBILITY TO ENSURE THAT AUTHORIZATION HAS BEEN RECEIVED PRIOR TO PROCEEDING WITH ANY AND ALL REPAIRS. IF SUCH AUTHORIZATION IS NOT RECEIVED, YOU MAY BE LIABLE FOR THE EXPENSE (i.e. PAYMENT WILL NOT BE MADE BY NESNA).**
- 3.3 If applicable, YOU must authorize needed diagnosis/disassembly to determine cause of failure and extent of damage. If it is determined that the cause of failure is not covered by your contract, YOU will be responsible for any and all diagnosis/disassembly charges.
- 3.4 Cooperate with the 3rd party inspection of your vehicle; if deemed necessary by NESNA.
- 3.5 Provide proof of maintenance to the dealer, repair facility, or QualityGuard+Plus, as applicable. Refer to "Maintenance and Records" below.
- 3.6 Pay the deductible shown in the Vehicle/Agreement Information section of this Agreement. All other additional costs relating to excluded items will be the responsibility of the holder of this Agreement.
- 3.7 Mailing address is Nissan Extended Services North America, GP, QualityGuard+Plus Claims, P.O. Box 685009 (P-3-B), Franklin, TN 37068-5009.
- 3.8 Documents requesting reimbursement must be received by NESNA within ONE YEAR of fail date; if not your claim will be denied.

TO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER, AUTO WARRANTY COMPANY, OR SERVICE CONTRACT COMPANY, OR ANY OTHER PERSON, OR FILE A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING FALSE, INCOMPLETE, OR MISLEADING INFORMATION MAY BE A CRIME UNDER APPLICABLE LAW.

## **4 MAINTENANCE AND RECORDS**

You are responsible for properly using, maintaining and caring for your vehicle as per the vehicle manufacturer's recommendations. Evidence of the performance of the required maintenance must be kept and presented as proof of such maintenance in connection with related repairs covered by this Agreement. FAILURE TO PROVIDE SUCH EVIDENCE, OR FAILURE TO PROPERLY MAINTAIN THE VEHICLE IN ACCORDANCE WITH YOUR OWNER'S MANUAL, MAY DISQUALIFY YOU FROM COVERAGE.

## **5 WHAT IS NOT COVERED**

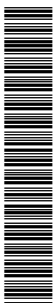
### **5.1 ANY REPAIR NOT AUTHORIZED BY NESNA PRIOR TO THE REPAIR BEING**

- PERFORMED.**
- 5.2 All electrically powered or hybrid vehicles, i.e., any vehicles whose propulsion are in any part at any time provided by an electric motor and/or electric power source, are not eligible for coverage under a QualityGuard+Plus agreement, and all such vehicles are expressly excluded from coverage.
- 5.3 **Any components not listed in the “WHAT IS COVERED AND FOR HOW LONG” section of this Agreement, including but not limited to:** paint, bumpers, body sheet metal and panels, frame and structural parts, moldings and trim, weatherstripping, carpet, upholstery, seat frames, glass, heated glass element, in-glass antenna, freeze plugs, and constant velocity boots. Squeaks and rattles, water leaks, wind noise. Engine and accessory drive belts and hoses, including but not limited to: vacuum, air conditioning, power steering. All exhaust system components and the following emission components: Exhaust Gas Recirculation (EGR) System, purge valve/solenoids, charcoal canister, vapor return canister, vapor return lines/valves, air pump/ lines/ valves, catalytic converter, distributor cap and rotor. Vinyl /convertible top, retractable soft/hard tops, removable hard top, and all assemblies, including but not limited to: hardware and linkages. Clutch disc, pressure plate, pilot bearing (bushing) throw- out bearing, clutch master and slave cylinder. Any and all in-vehicle communication, navigational, audio/video components, including but not limited to: display monitor, game centers, voice recognition systems. Advanced driver assistance systems, including but not limited to: distance sensing/measuring, parking assistance, dynamic speed control. Convenience systems, including but not limited to: tire monitoring, automatic suspension, quadrateer, active rollover protection, hydropneumatic suspension, traction/stability control, power sunshade, electronic air purification, driver impairment. Safety restraints systems, including but not limited to: air bags/sensors, seat belts. Daytime running light system, swivel headlight system, headlamp/tail lamp assemblies, center high mounted stop lamp assembly and their bulbs/l.e.d’s. Battery and cables, fuses, fuse block, electrical wiring and related repairs. Tires, brake drums, brake rotors, brake pads/ linings/shoes, wheels/rims, wheel studs. Shock absorbers, including coil over shocks/struts, pneumatic and/or electronically controlled shock absorber/MacPherson strut systems and related control modules. Any nuts, bolts, fasteners, rivets are not covered except where required in conjunction with a covered repair.
- 5.4 Maintenance service expenses specified in your Owner’s Manual such as: engine tune-up, wheel balance and alignment, spark plug/glow plug and ignition wire replacement/adjustment. Timing belt replacement, fluid and lubricant replacement/ replenishment, wiper blade replacement, headlight aiming, filter replacement. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in conjunction with a covered repair.
- 5.5 Repair or replacement of any covered part should a MECHANICAL BREAKDOWN not occur or if the wear of a part does not exceed the manufacturer’s specifications.
- 5.6 Any repairs relating to loss of performance caused by normal wear and tear unless an actual MECHANICAL BREAKDOWN occurs.
- 5.7 Any failures due to damage resulting from: accident; collision; road hazard; fire; theft; flood/water damage; freezing; rust and corrosion of any kind regardless of cause; salt in any form or of any chemical composition whatsoever (including, but not limited to: road salt, salt water, and/or salt or salt water in the air), environmental damage to include anything whatsoever external (not part of) the vehicle, including but not limited to whether it is/was airborne, in water, soil, air, dust, or caused by the sun; chemicals; vandalism; riot; explosion; natural disaster; terrorism; or acts of God.
- 5.8 Any failures due to:
- Lack of normal maintenance as specified by your vehicle manufacturer
  - Failure to maintain proper fluid, coolant, or lubricant levels
  - Use of improper or contaminated fuels, fluids or lubricants
  - Sludge, sludge build-up, varnish, restricted oil passages, stuck piston rings, engine oil consumption, failures caused by a lack of lubrication
- Engine damage due to overheating regardless of cause
  - Use of inferior, modified, or non-approved parts
  - Engine detonation
  - Engine over-rev, transmission misshift (improper shift)
  - Any modifications to the vehicle departing from, or differing from, the manufacturer’s original factory specifications for that model and trim level
  - Negligent operation of a vehicle with a failed component(s), or failure to protect your vehicle from further damage when a breakdown has occurred or continued operation with a failed component that may result in further damages
  - Pulling a trailer or other vehicle that exceeds the Manufacturer’s recommendations or exceeds the maximum Gross Vehicle Weight (GVW) of the vehicle
- 5.9 Any failures caused by racing or other competition.
- 5.10 Any and all service adjustments, including but not limited to: computer reprogramming.
- 5.11 Diagnostic charges and or disassembly procedures that are not listed or not in conjunction with covered components. Also, if parts amounts and labor times are in excess of current year’s nationally recognized labor guide, i.e. Motors®, Mitchell®, or Chilton®.
- 5.12 Any failure resulting from pre-existing conditions which were present at the time of vehicle sale.
- 5.13 Parts/Labor charges for engine flushing, including but not limited to: removal of sludge, sludge build-up, varnish, or other contaminants.
- 5.14 Any incidental or consequential damages such as, but not limited to: loss of the use of the vehicle or lost wages or lost business, storage charges, inconvenience or commercial loss, as well as any damage caused by a non-covered part or to a non-covered part.
- 5.15 All shop supplies or hazardous waste disposal charges.
- 5.16 Any vehicle with an inoperative or altered speedometer and/or odometer so that the actual mileage of the vehicle cannot be determined.
- 5.17 Any vehicle used as an emergency vehicle, tow truck or other commercial uses (such as, but not limited to, snow plow, taxi, limousine, delivery, rental, etcetera).
- 5.18 Any expense that occurs during the original manufacturers New Vehicle Limited Warranties, or pursuant to: manufacturer recalls or service campaigns or publicly announced owner notifications, parts warranties, or other Agreements (such as extended drivetrain, major component or full coverage warranties, or a repairer’s guarantee/warranty).
- 5.19 Any coverage afforded by this Agreement in which the information provided to NESNA cannot be verified as accurate or is found to be deceptive.
- 5.20 This Agreement, and all coverages described herein, does not apply to any vehicle which has ever been:
- The subject of a “salvage”, “voided”, or “rescinded” factory warranty or title under any state’s law
  - Vehicles not sold in the United States or Canada or not originally intended for sale, lease, and/or operation in the United States or Canada by the vehicle’s manufacturer
  - “Totaled” by a licensed insurance company; that is, been the subject of any insurance company’s cash payment of claim in lieu of repairs because of a determination that the cost of repairs exceeded the actual cash value of the vehicle. If this Agreement is written on such a vehicle, the full amount of NESNA’s liability under this Agreement is limited to a refund from NESNA of the amount paid to NESNA for this Agreement.
- 5.21 Liability for any damage to property or injury to or death of any person arising out of the operation, maintenance, or use of the vehicle described in this Agreement, whether or not related to the PARTS COVERED by this Agreement.

# QualityGuard+Plus<sup>®</sup>

VEHICLE PROTECTION PLAN

**Service Agreement Enclosed  
From Infiniti Dealer  
Protecting your Maxima**



08012006000078

Member #  
QDDL01294002

VIN  
JN1CA21D3XTXXXXXX

Name  
IMA SAMPLE

Expires (Date/Mileage)  
06-05-2010/58109



IMA SAMPLE  
1234 ANYSTREET  
ANYTOWN, NY 12345

Member #  
QDDL01294002

VIN  
JN1CA21D3XTXXXXXX

Name  
IMA SAMPLE

Expires (Date/Mileage)  
06-05-2010/58109

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**Vehicle/Agreement Information**

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**Purchaser:**

IMA SAMPLE  
1234 ANYSTREET  
ANYTOWN, NY 12345

**Policy Number:** QQDL01294002**Plan Type:** QualityGuard+Plus — Powertrain**Purchase Price:** \$500**Deductible:** \$50**Original Manufacturer's  
New Vehicle Warranty**

<b>(In-service)</b>	Date: 11/01/2008	Odometer Reading: 0
<b>Agreement Effective</b>	Date: 06/05/2009	Odometer Reading: 46,109
<b>Agreement Expiration (whichever occurs first)</b>	Date: 06/05/2010	Odometer Reading: 58,109

**Dealer:**

INFINITI DEALER  
1234 DEALER STREET  
DEALER CITY, NY 12345  
(123) 456-7890

**Lienholder:**

ANY LIENHOLDER

**VIN:** JN1CA21D3XTXXXXXX**Make:** NISSAN**Model:** MAXIMA**Year:** 2008





Service Agreement

**NATIONAL TOLL-FREE ROADSIDE ASSISTANCE\* NUMBER**  
**1.800.225.2476**

\*Services provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming, where services are provided through Cross Country Motor Club of California, Inc., Medford, MA 02155

Send claims for Roadside Assistance to:

Roadside Assistance  
Claims Department  
P.O. Box 9145  
Medford, MA 02155



Congratulations on your recent vehicle purchase and your decision to protect your investment with a Service Agreement. We provide you with quality protection against mechanical failure for covered components.

Your Service Agreement details the specific coverage for your vehicle. It is also your proof of coverage. Please present this Agreement to your selling dealer should your vehicle require servicing.

We urge you to read your Service Agreement carefully, paying close attention to any options or exclusions, fees, deductibles, terms and conditions, owner responsibilities and legal definitions.

If you have any questions regarding your Service Agreement, please contact your dealer.

We sincerely thank you for your business.

NISSAN EXTENDED SERVICES NORTH AMERICA, GP

FOR PRE-OWNED VEHICLES

You are advised that there are various state and federal laws that protect your interests as a consumer. In the event of a problem that cannot be resolved with NESNA, you may have other rights and remedies available to you.

THIS SERVICE CONTRACT ("Agreement") IS DESIGNED SOLELY TO AFFORD THE PURCHASER WITH REASONABLE REPAIR OR REPLACEMENT OF THE LISTED PARTS TO THE DESCRIBED VEHICLE. IT IS NOT A CONDITION OF THE SALE OR FINANCING OF THE VEHICLE.

NISSAN EXTENDED SERVICES RESERVES THE RIGHT TO ACCEPT, CORRECT, MODIFY, OR REFUSE ANY CONTRACT APPLICATION. CLAIMS WITHIN THE FIRST 90 DAYS AND/OR 3,000 MILES OF THE EFFECTIVE DATE ARE SUBJECT TO REVIEW AND/OR DENIAL FOR A PRE-EXISTING CONDITION. NISSAN EXTENDED SERVICES RESERVES THE RIGHT TO REJECT ANY APPLICATION OR CONTRACT FOR ANY REASON AT ITS DISCRETION UPON RETURN OF THE FULL AMOUNT PAID.

1 HOW THIS SERVICE AGREEMENT ("Agreement") PROTECTS YOU

In return for your payment, Nissan Extended Services North America, GP (NESNA)\*, will arrange for payment of the cost to repair or replace all covered parts of the described vehicle when such repair or replacement is due to a "MECHANICAL BREAKDOWN," as defined below, and when all other terms and conditions of this Agreement are met. The deductible which you must pay is listed in the Vehicle/Agreement Information section of this Agreement.

MECHANICAL BREAKDOWN means the inability of a covered part(s) to perform the function(s) for which it was designed, due solely to defects in materials or faulty workmanship. MECHANICAL BREAKDOWN does not include damage due to negligence, damage caused by an accident, or the gradual reduction in operating performance due to wear and tear. In addition, this Agreement does not provide any benefit for any mechanical failure/breakdown caused by a non-covered part, or to a non-covered part.

\*NESNA indicates Nissan Extended Services North America, GP, P.O. Box 685004, Franklin, TN 37068-5004, Telephone: (615) 725-1000.

2 WHAT IS COVERED AND FOR HOW LONG

This QualityGuard+Plus Agreement covers the cost of repairs and the replacement of covered parts due to a MECHANICAL BREAKDOWN. Replacement of any part may be made with a part of like kind and quality (LKQ).

MECHANICAL BREAKDOWN coverage begins when your New Vehicle Limited Warranty, if any, expires. Other coverage, such as towing, begins on the date listed on this Agreement. Therefore, this Agreement may cover you for a portion of the same period as the original New Vehicle Limited Warranty provided with your vehicle when new. The New Vehicle Limited Warranty is the warranty provided by the original manufacturer of your vehicle. MECHANICAL BREAKDOWN and towing coverage continues until the expiration of this Agreement. Refer to the Vehicle/Agreement Information section of this Agreement for details relating to the expiration of this Agreement.

Odometer Reading, which appears in the Vehicle/Agreement Information section of this Agreement, means the actual number of miles which the vehicle has been operated since manufacture as indicated on the vehicle's odometer, unless the odometer is/has been broken, has been replaced or has been tampered with. In such a situation, NESNA will calculate the total actual number of miles of vehicle operation since manufacture based on the information available. If ever the odometer is tampered with, and/or is inoperative so that the vehicle's total actual number of miles of operation since manufacture cannot be accurately determined by NESNA, this Agreement will be void.

This Agreement covers any repairs needed due to MECHANICAL BREAKDOWN, as defined above, for components in the following categories:

ENGINE:

Cylinder block, cylinder head, timing cover, valve cover and oil pan are only covered

10 TRANSFER CERTIFICATE

Transferred from: IMA SAMPLE

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_ Phone: \_\_\_\_\_ Date of Transfer: \_\_\_\_\_ Odometer at Transfer: \_\_\_\_\_

Agreement: QQDL01294002 VIN: JN1CA21D3XTXXXXXX

Transferred to: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

I have read and understand all the terms and conditions listed above:

Signature of Former Owner: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of New Owner: \_\_\_\_\_ Date: \_\_\_\_\_

This completed transfer certificate, copies of all maintenance records, change of ownership documents, and the transfer fee as stipulated above (made by check or money order payable to Nissan Extended Services North America, GP) should be forwarded to the following address:

NISSAN EXTENDED SERVICES NORTH AMERICA, GP
VEHICLE SERVICE CONTRACTS
P.O. BOX 685004
FRANKLIN, TN 37068-5004

on any claim within 60 days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157, or by calling 1(800)358-8885. THIS SERVICE CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE. IN THE STATE OF WISCONSIN, PREAUTHORIZATION OF REPAIR WORK IS REQUIRED BY NESNA. HOWEVER, IF EXTENUATING CIRCUMSTANCES PREVENT THE CUSTOMER FROM OBTAINING PREAUTHORIZATION, NESNA WILL NOT DENY A CLAIM BASED SOLELY ON THE LACK OF PREAUTHORIZATION.

#### **Wyoming:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

Under Provision CANCELLATION the following state requirements apply: If this Agreement was financed and no proof of payoff is submitted, the refund will be paid to the purchaser and the lienholder as an additional payee. Lienholders may cancel this Agreement only if your vehicle is a total loss or repossessed.

### **8 CANCELLATION**

You or a person authorized by you may cancel this Agreement by submitting a written cancellation request which includes the mileage (odometer reading) of the vehicle at the time the cancellation is to be effective, and mailing this information to your selling dealer as listed under the Vehicle/Agreement Information section of this Agreement.

NESNA and/or the Lienholder may cancel this Agreement if: a) your vehicle is a total loss or repossessed, or b) your odometer has been stopped or changed during the term of this Agreement, or c) the registered vehicle has been used in any manner not covered by this Agreement.

If this Agreement is cancelled within sixty (60) days from the Agreement effective date, you will receive a full refund provided you have not filed a claim. If you have filed a claim or if this Agreement is cancelled after sixty (60) days, the refund will be calculated based on the greater of the time in force or the mileage driven compared to the total time or mileage of your term. In addition, a processing fee of \$50 will be automatically deducted, if applicable, from the refund.

**NOTE:** If this Agreement was financed, the refund will be paid to the lienholder unless proof of pay-off is submitted.

### **9 TRANSFER**

This Agreement is for the benefit of the Purchaser and applies only to the vehicle listed in this Agreement. However, this Agreement may be transferred to subsequent owners of the covered vehicle under the following conditions:

1. The vehicle's service records are current and indicate that the vehicle was maintained in accordance with the Manufacturer's recommendations. In the event service records are not available, NESNA may require the vehicle to be inspected and serviced at an approved repair facility at the owner's expense to ensure the vehicle has been properly maintained. If the inspection and service disclose abnormal vehicle conditions, the transfer request may be rejected. This determination shall be within the sole discretion of NESNA.
2. The transfer request is made within thirty (30) days of change in ownership.
3. The transfer information and the appropriate signatures are provided in the Transfer Certificate section.
4. A transfer fee of \$50 or as noted below payable to Nissan Extended Services North America, GP is included with the transfer request. Payment may be by check or money order.

A new Agreement will be mailed to the subsequent owner within four weeks of NESNA's receipt and successful processing of all requested material.

*if damaged by the failure of an internal engine component.* The following parts are also covered: pistons, piston rings, connecting rods and rod bearings, crankshaft and main bearing, camshaft and camshaft bearings, cam followers, variable timing solenoid and switch, timing gears, timing/balance chain or belt, tensioners, idlers, intake and exhaust valves, valve springs, valve guides, valve spring retainers, valve spring dampers, rocker arms, rocker arm shafts, push rods, lifters, harmonic balancer (crankshaft pulley), manifolds and collector(s), fuel pump, oil pump, oil pump housing, engine oil cooler, flywheel/flex plate, ring gear, engine mounts, seals and gaskets.

#### **TURBOCHARGER AND SUPERCHARGER:\*\***

WITH THE PURCHASE OF OPTIONAL COMPONENT COVERAGE ONLY, THE FOLLOWING FACTORY INSTALLED ORIGINAL EQUIPMENT MANUFACTURER PARTS ARE COVERED: all internal components, intercooler, turbocharger or supercharger valves and actuators. Note: turbocharger or supercharger housings are only covered if damaged by the failure of an internal turbocharger or supercharger part.

#### **ROTARY ENGINE:\*\***

WITH THE PURCHASE OF OPTIONAL COMPONENT COVERAGE ONLY, THE FOLLOWING PARTS ARE COVERED: rotor, bearings, apex seal, and eccentric shaft. Note: rotary engine housing is only covered if damaged by the failure of an internal rotary engine part.

#### **DIESEL ENGINE:\*\***

WITH THE PURCHASE OF OPTIONAL COMPONENT COVERAGE ONLY, THE FOLLOWING PARTS ARE COVERED: vacuum pump and glow plug controller/relay.

#### **LUBRICATION AND COOLING:**

Water pump, fan and clutch, fan coupling, serpentine belt tensioner and idler, fan motor, radiator, oil pump case, and seals and gaskets.

#### **TRANSMISSION: (AUTOMATIC AND MANUAL)**

All internal components. The following parts are also covered: torque converter, electronic control units, oil cooler, transmission mounts, seals and gaskets. Note: transmission case housing, and oil pan are only covered if damaged by the failure of an internal transmission part.

#### **FRONT WHEEL DRIVE:**

All internal components. The following parts are also covered: constant velocity joints (slide joint spider assemblies), seals and gaskets. Note: final drive/ transaxle case housing and oil pan are only covered if damaged by the failure of an internal front wheel drive part.

#### **REAR WHEEL DRIVE:**

All internal components. The following parts are also covered: ring and pinion, limited slip assembly, spider gears, all internal bearings, axle shafts, propeller shaft(s), universal joints (journal assemblies), center support bearings, companion flanges, seals and gaskets. Note: differential housing is only covered if damaged by the failure of an internal rear wheel drive part.

#### **ALL WHEEL DRIVE/FOUR WHEEL DRIVE (AWD/4WD):\*\***

WITH THE PURCHASE OF OPTIONAL COMPONENT COVERAGE ONLY, THE FOLLOWING PARTS ARE COVERED: internal transfer case components. The following parts are also covered: locking hubs, four-wheel drive actuator/motor, and constant velocity joints (spider assemblies). Note: transfer case housing is only covered if damaged by the failure of an internal AWD/4WD part.

#### **\*\*TURBOCHARGER, SUPERCHARGER, ROTARY ENGINE, DIESEL ENGINE, AND AWD/4WD ARE COVERED ONLY IF THE APPLICABLE OPTION WAS SELECTED ON THE QUALITYGUARD APPLICATION AT TIME OF PURCHASE AND THE REQUIRED ADDITIONAL FEE PAID.**

**SEALS AND GASKETS ARE COVERED COMPONENTS FOR LEAKAGE FAILURES AS THEY RELATE TO THE ITEMS LISTED ABOVE. HOWEVER, SEEPAGE IS NOT COVERED AND CANNOT BE CLAIMED UNDER THIS AGREEMENT. LEAKAGE IS DEFINED AS AN ACTIVELY DRIPPING SEAL/GASKET; SEEPAGE IS DEFINED AS A WET SEAL/GASKET.**

#### **DEDUCTIBLE:**

Repairs for components covered under this Agreement are subject to the per visit deductible listed in the Vehicle/Agreement Information section of this Agreement.

#### **CAR RENTAL REIMBURSEMENT:**

If you require alternate transportation due to the MECHANICAL BREAKDOWN of a covered

part, this Agreement will provide reimbursement for the actual expenses of substitute transportation up to \$35 per day, to a maximum of five (5) days, and \$175 per breakdown, once you have an authorized repair. Rental must be made from an authorized rental agency or your repair facility. Reimbursement for substitute transportation under this Agreement is based solely on the repair time required to repair the vehicle. This Agreement does not provide for NESNA to assist with additional rental due to weekends, holidays, parts on back order, or shop delays. NESNA approves rental, according to the following table:

Repair Time Required	Number of Days Allowed	Maximum Reimbursement
0.1 – 8.0 Hours	2	up to \$70
8.1 – 16.0 Hours	3	up to \$105
16.1 – 24.0 Hours	4	up to \$140
24.1 – 32.0 Hours	5	up to \$175

### **ROADSIDE ASSISTANCE\* BENEFITS**

Your QualityGuard+Plus Agreement includes a Roadside Assistance Program.

#### **ROADSIDE ASSISTANCE COVERAGE**

Upon receiving your call, a Roadside Assistance administrator will dispatch a qualified service facility to provide assistance up to a maximum of \$100 per incident for: battery boost (jump start); flat tire change (with your good spare); delivery of gas (maximum \$5); and lock-out assistance. No deductible will apply for this benefit.

#### **TOWING ASSISTANCE**

If your vehicle requires towing due to the MECHANICAL BREAKDOWN of a covered part, this Agreement will provide reimbursement for the actual expense of towing it to an authorized repair facility. Such reimbursement shall not exceed \$100 per mechanical breakdown. If you are entitled to receive towing benefits or coverage from any other source (including, but not limited, to the vehicle's warranty, an insurance policy, or other service contract), this QualityGuard+Plus service contract provides excess coverage only, i.e., NESNA will pay only for the portion (up to \$100) of the towing charge not covered from the other source(s). No deductible will apply for this benefit.

#### **\* TRIP INTERRUPTION BENEFITS**

Emergency travel/trip interruption coverage is provided should any COVERED MECHANICAL BREAKDOWN occur when you are 100 miles or more away from home. Benefits may apply to the occurrence of the following expenses: alternate transportation, meals and lodging. Arrangements must be coordinated through the Roadside Assistance administrator. This Agreement will provide coverage for trip interruption, not to exceed \$500 per covered incident. No deductible will apply for this benefit.

**FOR 24-HOUR ROADSIDE ASSISTANCE CALL 1-800-225-2476**

\*Services provided through Cross County Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin, and Wyoming, where services are provided through Cross Country Motor Club of California, Inc., Medford, MA 02155.

#### **MANUFACTURER'S WARRANTY DEDUCTIBLE REIMBURSEMENT:**

**If any part covered under this Agreement is replaced under a Manufacturer's Warranty, you will be reimbursed for a portion of the required deductible charged to you by the Manufacturer, less the QualityGuard+Plus deductible.**

**NOTE: Due to the requirements of the laws of certain states, some of the above coverages, such as towing, may be unavailable in your state. Please refer to the endorsements on this Agreement for any exceptions to coverage mandated by state law or state regulatory authority.**

### **3 WHAT TO DO IN CASE OF A MECHANICAL BREAKDOWN OF A COVERED PART**

- 3.1 Return the vehicle to the selling dealer if possible, or a licensed authorized repair facility.
- 3.2 Provide the repairing dealer with this Agreement and instruct them to contact NESNA at 1-800-888-5245, PRIOR TO REPAIRING, REPLACING OR DISASSEMBLY OF ANY PART(S). NESNA will consider the repairing dealer's diagnosis of your vehicle in order to determine if the MECHANICAL BREAKDOWN is related to a component covered by this QualityGuard+Plus Agreement.

**IMPORTANT: IT IS YOUR RESPONSIBILITY TO ENSURE THAT AUTHORIZATION**

directly against the reimbursement policy.

If the service contract holder cancels and requests a full refund within 20 days and no claims have been filed, a 10% penalty will be added each month to the refund not paid to the holder within 30 days.

Consumers requesting additional information pertaining to this QualityGuard+Plus Service Contract may contact the Iowa Insurance Division at the following address: Iowa Securities Bureau, Division of Insurance, 340 East Maple Street, Des Moines, Iowa 50319-0066, (515) 281-4441.

#### **Kentucky:**

The obligations of NESNA under this service contract are insured under a motor vehicle mechanical reimbursement policy underwritten by American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157. The Agreement Purchaser is entitled to make a direct claim against the insurer in the event the claim is not paid within sixty (60) days after the proof of loss has been submitted to the Agreement Administrator.

In consideration of the provisions and stipulations of this Agreement, it is agreed that the lienholder identified on the Vehicle/Agreement Information page shall be provided coverage under this Agreement to the extent of its financial interest in the covered vehicle.

#### **Louisiana:**

Exclusions: Under provision Cancellation the phrases "provided you have not filed a claim" and "if you have filed a claim" are deleted.

#### **Maryland:**

The Agreement Purchaser is entitled to make a direct claim against the insurer in the event the claim is not paid within sixty (60) days after the proof of loss has been submitted to the Agreement Administrator.

#### **New Hampshire:**

1. No cancel or transfer fee will be charged for purchases of Service Contracts.
2. Replacement of any part may be made with a part of like kind and quality.
3. For terms, conditions and exclusions regarding "What is Not Covered" under this Service Contract, see the appropriate section of the Agreement.
4. This Service Contract covers the specific components set forth therein upon expiration of the manufacturer's warranty.

#### **New York:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

#### **Oregon:**

NESNA is the sole obligor under this extended service contract and is solely responsible for all covered claims

#### **South Carolina:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

Consumers requesting additional information or in the event of a problem that cannot be resolved with NESNA may contact the South Carolina Department of Insurance, Office of Special Services, P.O. Box 100105, Columbia, SC 29202-3105, (800) 768-3467.

#### **Texas:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

Consumers requesting additional information or in the event of a problem that cannot be resolved with NESNA may contact the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711, (800) 803.9202.

#### **Wisconsin:**

Obligations of NESNA under this service contract are guaranteed under a service contract reimbursement insurance policy. Should NESNA fail to pay or provide service



and this Agreement. FURTHER, you are advised that there are various state and federal laws that protect your interests as a consumer. In the event of a problem that cannot be resolved with NESNA, you may have other rights and remedies available to you.

## 7 OPTIONS/EXCLUSIONS

The following state requirements will apply to vehicle service contracts sold in the following state(s):

### Alabama:

The cancellation fee is \$25. If the lienholder or NESNA cancels the service contract, the \$25 cancel fee may not be deducted.

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

### Colorado:

NESNA is the sole obligor under this extended service contract and is solely responsible for payment of or reimbursement of all covered claims. The obligations of NESNA under this contract are guaranteed under a motor vehicle mechanical reimbursement policy underwritten by: American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157.

### Connecticut:

In the event of a dispute regarding the terms of this service contract, Purchaser may file a formal written complaint to State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attention: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase or lease price of the vehicle, the cost of repair of the vehicle and a copy of the service contract.

Should a service contract expire while a vehicle is at a NESNA authorized repair facility for a covered repair, NESNA will complete the repair [begun prior to the expiration of the service contract (based on the repair order open date).]

### Idaho:

Obligations of NESNA under this service contract are guaranteed under a service contract reimbursement insurance policy. Should NESNA fail to pay or provide service on any claim within 60 days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157, or by calling 1(800)358-8885.

Coverage afforded under this motor vehicle service contract is not guaranteed by the Idaho Insurance Guarantee Association.

### Illinois:

The cancellation fee is \$50 or 10% of the retail price, whichever is lesser. NESNA is the sole obligor under this extended service contract and is a) the party responsible for honoring cancellation requests, and b) solely responsible for payment of or reimbursement for all covered claims.

### Indiana:

Obligations of NESNA under this service contract are guaranteed under a service contract reimbursement insurance policy. Should NESNA fail to pay or provide service on any claim within 60 days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157, or by calling 1(800)358-8885.

### Iowa:

At the time of purchase of this service contract, the following options for payments are made available to you: 1) Single payment; 2) 0% financing; or 3) Financing through a lienholder.

The obligations of NESNA under this service contract are guaranteed under a motor vehicle mechanical reimbursement policy underwritten by American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157-6596, Phone: (305) 253-2244. If NESNA fails to pay or provide service on a claim within sixty days after proof of loss has been filed, the service contract holder is entitled to make claim

HAS BEEN RECEIVED PRIOR TO PROCEEDING WITH ANY AND ALL REPAIRS. IF SUCH AUTHORIZATION IS NOT RECEIVED, YOU MAY BE LIABLE FOR THE EXPENSE (i.e. PAYMENT WILL NOT BE MADE BY NESNA).

- 3.3 If applicable, YOU must authorize needed diagnosis/disassembly to determine cause of failure and extent of damage. If it is determined that the cause of failure is not covered by your contract, YOU will be responsible for any and all diagnosis/disassembly charges.
- 3.4 Cooperate with the 3<sup>rd</sup> party inspection of your vehicle; if deemed necessary by NESNA.
- 3.5 Provide proof of maintenance to the dealer, repair facility, or QualityGuard+Plus, as applicable. Refer to "Maintenance and Records" below.
- 3.6 Pay the deductible shown in the Vehicle/Agreement Information section of this Agreement. All other additional costs relating to excluded items will be the responsibility of the holder of this Agreement.
- 3.7 Mailing address is Nissan Extended Services North America, GP, QualityGuard+Plus Claims, P.O. Box 685009 (P-3-B), Franklin, TN 37068-5009.
- 3.8 Documents requesting reimbursement must be received by NESNA within ONE YEAR of fail date; if not your claim will be denied.

TO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER, AUTO WARRANTY COMPANY, OR SERVICE CONTRACT COMPANY, OR ANY OTHER PERSON, OR FILE A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING FALSE, INCOMPLETE, OR MISLEADING INFORMATION MAY BE A CRIME UNDER APPLICABLE LAW.

## 4 MAINTENANCE AND RECORDS

You are responsible for properly using, maintaining and caring for your vehicle as per the vehicle manufacturer's recommendations. Evidence of the performance of the required maintenance must be kept and presented as proof of such maintenance in connection with related repairs covered by this Agreement. FAILURE TO PROVIDE SUCH EVIDENCE, OR FAILURE TO PROPERLY MAINTAIN THE VEHICLE IN ACCORDANCE WITH YOUR OWNER'S MANUAL, MAY DISQUALIFY YOU FROM COVERAGE.

## 5 WHAT IS NOT COVERED

- 5.1 **ANY REPAIR NOT AUTHORIZED BY NESNA PRIOR TO THE REPAIR BEING PERFORMED.**
- 5.2 **All electrically powered or hybrid vehicles, i.e., any vehicles whose propulsion are in any part at any time provided by an electric motor and/or electric power source, are not eligible for coverage under a QualityGuard+Plus agreement, and all such vehicles are expressly excluded from coverage.**
- 5.3 **Any components not listed in the "WHAT IS COVERED AND FOR HOW LONG" section of this Agreement, including but not limited to: paint, bumpers, body sheet metal and panels, frame and structural parts, moldings and trim, weatherstripping, carpet, upholstery, seat frames, glass, heated glass element, in-glass antenna, freeze plugs, and constant velocity boots. Squeaks and rattles, water leaks, wind noise. Engine and accessory drive belts and hoses, including but not limited to: vacuum, air conditioning, power steering. All exhaust system components and the following emission components: Exhaust Gas Recirculation (EGR) System, purge valve/solenoids, charcoal canister, vapor return canister, vapor return lines/valves, air pump/ lines/ valves. Catalytic converter, distributor cap and rotor. Vinyl/convertible top, retractable soft/hard tops, removable hard top, and all assemblies, including but not limited to: hardware and linkages. Clutch disc, pressure plate, pilot bearing (bushing), throw-out bearing, clutch master and slave cylinder. Any and all in-vehicle communication, navigational, audio/video components, including but not limited to: display monitor, game centers, voice recognition system. Advanced driver assistance systems, including but not limited to: distance sensing/measuring, parking assistance, dynamic speed control. Convenience systems, including but not limited to: tire monitoring, automatic suspension, quadrasteer, automatic wiper, active rollover protection, hydropneumatic suspension, traction/stability control,**

- power sunshade, electronic air purification, driver impairment. Safety restraints systems, including but not limited to: air bags/sensors, seat belts. Headlight systems including but not limited to: High intensity discharge, daytime running light system, swivel headlight system, headlamps/tail lamps assemblies, center high mounted stop lamp assembly and their bulbs/l.e.d's. Battery and cables, fuses, fuse block, electrical wiring and related repairs. Tires, brake drums, brake rotors, brake pads/ linings/shoes, wheels/rims, wheel studs. Shock absorbers/MacPherson struts, including coil over shocks/struts, pneumatic and/or electronically controlled shock absorber/MacPherson strut systems and related control modules. Any nuts, bolts, fasteners, rivets are not covered except where required in conjunction with a covered repair.
- 5.4 Maintenance service expenses specified in your Owner's Manual such as: engine tune-up, wheel balance and alignment, spark plug/glow plug and ignition wire replacement/adjustment. Timing belt replacement, fluid and lubricant replacement/ replenishment, wiper blade replacement, headlight aiming, filter replacement. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in conjunction with a covered repair.
- 5.5 Repair or replacement of any covered part should a **MECHANICAL BREAKDOWN** not occur or if the wear of a part has not exceeded the manufacturer's specifications.
- 5.6 Any repairs relating to loss of performance caused by normal wear and tear unless an actual **MECHANICAL BREAKDOWN** occurs.
- 5.7 Any failures due to damage resulting from: accident; collision; road hazard; fire; theft; flood/water damage; freezing; rust and corrosion of any kind regardless of cause; salt in any form or of any chemical composition whatsoever (including, but not limited to: road salt, salt water, and/or salt or salt water in the air), environmental damage to include anything whatsoever external (not part of) the vehicle, including but not limited to whether it is/was airborne, in water, soil, air, dust, or caused by the sun; chemicals; vandalism; riot; explosion; natural disaster; terrorism; or acts of God.
- 5.8 Any failures due to:
- Lack of normal maintenance as specified by your vehicle manufacturer
  - Failure to maintain proper fluid, coolant, or lubricant levels
  - Use of improper or contaminated fuels, fluids or lubricants
  - Sludge, sludge build-up, varnish, restricted oil passages, stuck piston rings, engine oil consumption, failures caused by a lack of lubrication
  - Engine damage due to overheating regardless of cause
  - Use of inferior, modified, or non-approved parts
  - Engine detonation
  - Engine over-rev, transmission misshift (improper shift)
  - Any modifications to the vehicle departing from, or differing from, the manufacturer's original factory specifications for that model and trim level
  - Negligent operation of a vehicle with a failed component(s), or failure to protect your vehicle from further damage when a breakdown has occurred or continued operation with a failed component that may result in further damages
  - Pulling a trailer or other vehicle that exceeds the Manufacturer's recommendations or exceeds the maximum Gross Vehicle Weight (GVW) of the vehicle
- 5.9 Any failures caused by racing or other competition.
- 5.10 Any and all service adjustments, including but not limited to: computer reprogramming.
- 5.11 Diagnostic charges and or disassembly procedures that are not listed or not in conjunction with covered components. Also, if parts amounts and labor times

are in excess of current year's nationally recognized labor guide, i.e. Motors®, Mitchell®, or Chilton®.

- 5.12 Any failure resulting from pre-existing conditions which were present at the time of vehicle sale.
- 5.13 Parts/Labor charges for engine flushing including, but not limited to: removal of sludge, sludge build-up, varnish, or other contaminants.
- 5.14 Any incidental or consequential damages such as, but not limited to: loss of the use of the vehicle or lost wages or lost business, storage charges, inconvenience or commercial loss, as well as any damage caused by a non-covered part or to a non-covered part.
- 5.15 All shop supplies or hazardous waste disposal charges.
- 5.16 Any vehicle with an inoperative or altered speedometer and/or odometer so that the actual mileage of the vehicle cannot be determined.
- 5.17 Any vehicle used as an emergency vehicle, tow truck or other commercial uses (such as snow plow, taxi, limousine, delivery, rental, etc.).
- 5.18 Any expense that occurs during the original manufacturers New Vehicle Limited Warranties or pursuant to: manufacturer recalls or service campaigns or publicly announced owner notifications, parts warranties, or other Agreements (such as extended drivetrain, major component or full coverage warranties, or a repairer's guarantee/warranty).
- 5.19 Any coverage afforded by this Agreement in which the information provided to NESNA cannot be verified as accurate or is found to be deceptive.
- 5.20 This Agreement, and all coverages described herein, does not apply to any vehicle which has ever been:
- The subject of a "salvage", "voided", or "rescinded" factory warranty or title under any state's law
  - Vehicles not sold in the United States or Canada or not originally intended for sale, lease, and/or operation in the United States or Canada by the vehicle's manufacturer
  - "Totaled" by a licensed insurance company; that is, been the subject of any insurance company's cash payment of claim in lieu of repairs because of a determination that the cost of repairs exceeded the actual cash value of the vehicle. If this Agreement is written on such a vehicle, the full amount of NESNA's liability under this Agreement is limited to a refund from NESNA of the amount paid to NESNA for this Agreement.
- 5.21 Liability for any damage to property or injury to or death of any person arising out of the operation, maintenance, or use of the vehicle described in this Agreement, whether or not related to the **PARTS COVERED** by this Agreement.
- 5.22 Seepage around seals. See What is Covered and for How Long.
- NESNA'S MAXIMUM LIABILITY UNDER THIS AGREEMENT IS AS FOLLOWS: TOTAL ACCUMULATIVE CLAIMS SHALL NOT EXCEED THE PRIVATE PARTY VALUE OF THE VEHICLE AS LISTED BY KELLY BLUE BOOK® AT THE TIME OF CURRENT CLAIM. NESNA WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF USE OF THE VEHICLE, INCONVENIENCE OR COMMERCIAL LOSS.**
- This Agreement provides coverage only with respect to **MECHANICAL BREAKDOWNS** which occur during the Agreement period in the United States (excluding U.S. Territories).

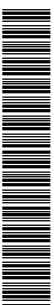
## **6 SERVICE CONTRACT/NOT A WARRANTY**

THIS AGREEMENT IS NOT A WARRANTY, AN EXTENSION OF A NEW VEHICLE WARRANTY, OR AN IMPLIED OR GENERAL WARRANTY AND IT IS NOT A CONDITION OF THE SALE OR FINANCING OF THE VEHICLE. This Agreement is a "Service Contract" as defined in federal law. (See 15 USCS SEC. 2301 (8).) BY ENTERING INTO THIS AGREEMENT, YOU DO NOT WAIVE ANY APPLICABLE WARRANTIES. Be sure to read this Agreement carefully so that you understand the difference in coverage between your Warranties

# QualityGuard+Plus<sup>®</sup>

VEHICLE PROTECTION PLAN

08012006000080



IMA SAMPLE  
1234 ANYSTREET  
ANYTOWN, NY 12345

**Service Agreement Enclosed  
From Infiniti Dealer  
Protecting your Maxima**

Member #  
QSDM10724701

VIN  
JN1CA21D3XTXXXXXX

Name  
IMA SAMPLE

Expires (Date/Mileage)  
06-05-2011/43275

Member #  
QSDM10724701

VIN  
JN1CA21D3XTXXXXXX

Name  
IMA SAMPLE

Expires (Date/Mileage)  
06-05-2011/43275

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**Vehicle/Agreement Information**

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**Purchaser:**

IMA SAMPLE  
1234 ANYSTREET  
ANYTOWN, NY 12345

**Policy Number:** QSDM10724701**Plan Type:** QualityGuard+Plus — Supreme**Purchase Price:** \$500**Deductible:** \$50**Original Manufacturer's  
New Vehicle Warranty  
(In-service)**

Date: 08/11/2008 Odometer Reading: 0

**Agreement Effective** Date: 06/05/2009 Odometer Reading: 19,275**Agreement Expiration  
(whichever occurs first)** Date: 06/05/2011 Odometer Reading: 43,275**Dealer:**

INFINITI DEALER  
1234 DEALER STREET  
DEALER CITY, NY 12345  
(123) 456-7890

**Lienholder:**

ANY LIENHOLDER

**VIN:** JN1CA21D3XTXXXXXX**Make:** NISSAN**Model:** MAXIMA**Year:** 2008





Service Agreement

**NATIONAL TOLL-FREE ROADSIDE ASSISTANCE\* NUMBER  
1.800.225.2476**

\*Services provided through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming, where services are provided through Cross Country Motor Club of California, Inc., Medford, MA 02155

Send claims for Roadside Assistance to:

Roadside Assistance  
Claims Department  
P.O. Box 9145  
Medford, MA 02155



Congratulations on your recent vehicle purchase and your decision to protect your investment with a Service Agreement. We provide you with quality protection against mechanical failure for covered components.

Your Service Agreement details the specific coverage for your vehicle. It is also your proof of coverage. Please present this Agreement to your selling dealer should your vehicle require servicing.

We urge you to read your Service Agreement carefully, paying close attention to any options or exclusions, fees, deductibles, terms and conditions, owner responsibilities and legal definitions.

If you have any questions regarding your Service Agreement, please contact your dealer.

We sincerely thank you for your business.

NISSAN EXTENDED SERVICES NORTH AMERICA, GP

FOR PRE-OWNED VEHICLES

You are advised that there are various state and federal laws that protect your interests as a consumer. In the event of a problem that cannot be resolved with NESNA, you may have other rights and remedies available to you.

*THIS SERVICE CONTRACT ("Agreement") IS DESIGNED SOLELY TO AFFORD THE PURCHASER WITH REASONABLE REPAIR OR REPLACEMENT OF THE LISTED PARTS TO THE DESCRIBED VEHICLE. IT IS NOT A CONDITION OF THE SALE OR FINANCING OF THE VEHICLE.*

*NISSAN EXTENDED SERVICES RESERVES THE RIGHT TO ACCEPT, CORRECT, MODIFY, OR REFUSE ANY CONTRACT APPLICATION. CLAIMS WITHIN THE FIRST 90 DAYS AND/OR 3,000 MILES OF THE EFFECTIVE DATE ARE SUBJECT TO REVIEW AND/OR DENIAL FOR A PRE-EXISTING CONDITION. NISSAN EXTENDED SERVICES RESERVES THE RIGHT TO REJECT ANY APPLICATION OR CONTRACT FOR ANY REASON AT ITS DISCRETION UPON RETURN OF THE FULL AMOUNT PAID.*

**1 HOW THIS SERVICE AGREEMENT ("Agreement") PROTECTS YOU**

In return for your payment, Nissan Extended Services North America, GP (NESNA)\*, will arrange for payment of the cost to repair or replace all covered parts of the described vehicle when such repair or replacement is due to a "MECHANICAL BREAKDOWN," as defined below, and when all other terms and conditions of this Agreement are met. The deductible which you must pay is listed in the Vehicle/Agreement Information section of this Agreement. MECHANICAL BREAKDOWN means the inability of a covered part(s) to perform the function(s) for which it was designed, due solely to defects in materials or faulty workmanship. MECHANICAL BREAKDOWN does not include damage due to negligence, damage caused by an accident, or the gradual reduction in operating performance due to wear and tear. In addition, this Agreement does not provide any benefit for any mechanical failure/breakdown caused by a non-covered part, or to a non-covered part.

\*NESNA indicates Nissan Extended Services North America, GP, P.O. Box 685004, Franklin, TN 37068-5004, Telephone: (615) 725-1000.

**2 WHAT IS COVERED AND FOR HOW LONG**

**This QualityGuard+Plus Agreement covers the cost of repairs and the replacement of covered parts due to a MECHANICAL BREAKDOWN. Replacement of any part may be made with a part of like kind and quality (LKQ). MECHANICAL BREAKDOWN coverage begins when your New Vehicle Limited Warranty, if any, expires. Other coverage, such as towing, begins on the date listed on this Agreement. Therefore, this Agreement may cover you for a portion of the same period as the original New Vehicle Limited Warranty provided with your vehicle when new. The New Vehicle Limited Warranty is the warranty provided by the original manufacturer of your vehicle. MECHANICAL BREAKDOWN and towing coverage continues until the expiration of this Agreement. Refer to the Vehicle/Agreement Information section of this Agreement for details relating to the expiration of this Agreement.**

**Odometer Reading, which appears in the Vehicle/Agreement Information section of this Agreement, means the actual number of miles which the vehicle has been operated since manufacture as indicated on the vehicle's odometer, unless the odometer is/has been broken, has been replaced or has been tampered with. In such a situation, NESNA will calculate the total actual number of miles of vehicle operation since manufacture based on the information available. If ever the odometer is tampered with, and/or is inoperative so that the vehicle's total actual number of miles of operation since manufacture cannot be accurately determined by NESNA, this Agreement will be void.**

**This Agreement covers any repairs needed due to MECHANICAL BREAKDOWN,**

**10 TRANSFER CERTIFICATE**

Transferred from: IMA SAMPLE

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_ Phone: \_\_\_\_\_ Date of Transfer: \_\_\_\_\_ Odometer at Transfer: \_\_\_\_\_

Agreement: QSDM10724701 VIN: JN1CA21D3XTXXXXXX

Transferred to: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

I have read and understand all the terms and conditions listed above:

Signature of Former Owner: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of New Owner: \_\_\_\_\_ Date: \_\_\_\_\_

This completed transfer certificate, copies of all maintenance records, change of ownership documents, and the transfer fee as stipulated above (made by check or money order payable to Nissan Extended Services North America, GP) should be forwarded to the following address:

NISSAN EXTENDED SERVICES NORTH AMERICA, GP  
VEHICLE SERVICE CONTRACTS  
P.O. BOX 685004  
FRANKLIN, TN 37068-5004

THE CUSTOMER FROM OBTAINING PREAUTHORIZATION, NESNA WILL NOT DENY A CLAIM BASED SOLELY ON THE LACK OF PREAUTHORIZATION.

**Wyoming:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

Under Provision CANCELLATION the following state requirements apply: If this Agreement was financed and no proof of payoff is submitted, the refund will be paid to the purchaser and the lienholder as an additional payee. Lienholders may cancel this Agreement only if your vehicle is a total loss or repossessed.

**8 CANCELLATION**

You or a person authorized by you may cancel this Agreement by submitting a written cancellation request which includes the mileage (odometer reading) of the vehicle at the time the cancellation is to be effective, and mailing this information to your selling dealer as listed under the Vehicle/Agreement Information section of this Agreement.

NESNA and/or the Lienholder may cancel this Agreement if: a) your vehicle is a total loss or repossessed, or b) your odometer has been stopped or changed during the term of this Agreement, or c) the registered vehicle has been used in any manner not covered by this Agreement.

If this Agreement is cancelled within sixty (60) days from the Agreement effective date, you will receive a full refund provided you have not filed a claim. If you have filed a claim or if this Agreement is cancelled after sixty (60) days, the refund will be calculated based on the greater of the time in force or the mileage driven compared to the total time or mileage of your term. In addition, a processing fee of \$50 will be automatically deducted, if applicable, from the refund.

NOTE: If this Agreement was financed, the refund will be paid to the lienholder unless proof of pay-off is submitted.

**9 TRANSFER**

This Agreement is for the benefit of the Purchaser and applies only to the vehicle listed in this Agreement. However, this Agreement may be transferred to subsequent owners of the covered vehicle under the following conditions:

1. The vehicle's service records are current and indicate that the vehicle was maintained in accordance with the Manufacturer's recommendations. In the event service records are not available, NESNA may require the vehicle to be inspected and serviced at an approved repair facility at the owner's expense to ensure the vehicle has been properly maintained. If the inspection and service disclose abnormal vehicle conditions, the transfer request may be rejected. This determination shall be within the sole discretion of NESNA.
2. The transfer request is made within thirty (30) days of change in ownership.
3. The transfer information and the appropriate signatures are provided in the Transfer Certificate section.
4. A transfer fee of \$50 or as noted below payable to Nissan Extended Services North America, GP is included with the transfer request. Payment may be by check or money order.

A new Agreement will be mailed to the subsequent owner within four weeks of NESNA's receipt and successful processing of all requested material.

as defined above, for all parts and components of your vehicle except for those items described in the "What is Not Covered" section of this Agreement.

**TURBOCHARGER, SUPERCHARGER, ROTARY ENGINE, DIESEL ENGINE, AND ALL-WHEEL DRIVE/FOUR-WHEEL DRIVE (AWD/4WD) ARE COVERED ONLY IF THE APPLICABLE OPTION WAS SELECTED ON THE QUALITYGUARD APPLICATION AT TIME OF PURCHASE AND THE REQUIRED ADDITIONAL FEE PAID.**

**SEALS AND GASKETS ARE COVERED COMPONENTS FOR LEAKAGE FAILURES AS THEY RELATE TO ANY REPAIRS NEEDED DUE TO MECHANICAL BREAKDOWN, AS DEFINED ABOVE. HOWEVER, SEEPAGE IS NOT COVERED AND CANNOT BE CLAIMED UNDER THIS AGREEMENT. LEAKAGE IS DEFINED AS AN ACTIVELY DRIPPING SEAL/GASKET; SEEPAGE IS DEFINED AS A WET SEAL/GASKET.**

**AUDIO AND NAVIGATION SYSTEM COVERAGE IS LIMITED TO: REPAIR OF EXISTING COMPONENT OR EXCHANGE (with a repaired or remanufactured component) OR REPLACEMENT WITH A LIKE KIND AND QUALITY (LKQ) COMPONENT. COMPONENT REPLACEMENTS ARE LIMITED TO ONE OCCURRENCE. IF REPAIR OR EXCHANGE OR LKQ COMPONENT IS NOT AVAILABLE, OUR MAXIMUM LIABILITY UNDER THIS CONTRACT WILL BE THE COST OF AN LKQ COMPONENT. REPLACEMENT WITH A NEW ORIGINAL EQUIPMENT MANUFACTURER (OEM) COMPONENT IS NOT OFFERED. COVERAGE IS PROVIDED FOR THE FOLLOWING OEM COMPONENTS:**

- **Factory installed** in-dash chassis modules including: radio, amplifier, audio cassette player, CD player.
- **Factory installed** in-dash navigation display unit and navigation module.

**DEDUCTIBLE:**

Repairs for components covered under this Agreement are subject to the per visit deductible listed in the Vehicle/Agreement Information section of this Agreement.

**CAR RENTAL REIMBURSEMENT:**

If you require alternate transportation due to the MECHANICAL BREAKDOWN of a covered part, this Agreement will provide reimbursement for the actual expenses of substitute transportation up to \$35 per day, to a maximum of five (5) days, and \$175 per breakdown, once you have an authorized repair. Rental must be made from an authorized rental agency or your repair facility. Reimbursement for substitute transportation under this Agreement is based solely on the repair time required to repair the vehicle. This Agreement does not provide for NESNA to assist with additional rental due to weekends, holidays, parts on back order, or shop delays. NESNA approves rental according to the following table:

Repair Time Required	Number of Days Allowed	Maximum Reimbursement
0.1 – 8.0 Hours	2	up to \$70
8.1 – 16.0 Hours	3	up to \$105
16.1 – 24.0 Hours	4	up to \$140
24.1 – 32.0 Hours	5	up to \$175

**ROADSIDE ASSISTANCE\* BENEFITS**

Your QualityGuard+Plus Agreement includes a Roadside Assistance Program.

▪ **ROADSIDE ASSISTANCE COVERAGE**

Upon receiving your call, a Roadside Assistance administrator will dispatch a qualified service facility to provide assistance up to a maximum of \$100 per incident for: battery boost (jump start); flat tire change (with your good spare); delivery of gas (maximum \$5); and lock-out assistance. No deductible will apply for this benefit.

### ▪ **TOWING ASSISTANCE**

If your vehicle requires towing due to the MECHANICAL BREAKDOWN of a covered part, this Agreement will provide reimbursement for the actual expense of towing it to an authorized repair facility. Such reimbursement shall not exceed \$100 per mechanical breakdown. If you are entitled to receive towing benefits or coverage from any other source whatsoever (including, but not limited to, the vehicle's warranty, an insurance policy, auto club membership, or other service contract), this QualityGuard+Plus service contract provides excess coverage only, i.e., NESNA will pay only for the portion (up to \$100) of the towing charge not covered from the other source(s). No deductible will apply for this benefit.

### ▪ **TRIP INTERRUPTION BENEFITS**

Emergency travel/trip interruption coverage is provided should any COVERED MECHANICAL BREAKDOWN occur when you are 100 miles or more away from home. Benefits may apply to the occurrence of the following expenses: alternate transportation, meals and lodging. Arrangements must be coordinated through the Roadside Assistance administrator. This Agreement will provide coverage for trip interruption, not to exceed \$500 per covered incident. No deductible will apply for this benefit.

#### **FOR 24-HOUR ROADSIDE ASSISTANCE CALL 1-800-225-2476**

\*Services provided through Cross County Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin, and Wyoming, where services are provided through Cross Country Motor Club of California, Inc., Medford, MA 02155.

### **MANUFACTURER'S WARRANTY DEDUCTIBLE REIMBURSEMENT:**

**If any part covered under this Agreement is replaced under a Manufacturer's Warranty, you will be reimbursed for a portion of the required deductible charged to you by the Manufacturer, less the QualityGuard+Plus deductible.**

**NOTE: Due to the requirements of the laws of certain states, some of the above coverages, such as towing, may be unavailable in your state. Please refer to the endorsements on this Agreement for any exceptions to coverage mandated by state law or state regulatory authority.**

## **3 WHAT TO DO IN CASE OF A MECHANICAL BREAKDOWN OF A COVERED PART**

- 3.1 Return the vehicle to the selling dealer if possible, or a licensed authorized repair facility.
- 3.2 Provide the repairing dealer with this Agreement and instruct them to contact NESNA at 1-800-888-5245, PRIOR TO REPAIRING, REPLACING OR DISASSEMBLY OF ANY PART(S). NESNA will consider the repairing dealer's diagnosis of your vehicle in order to determine if the MECHANICAL BREAKDOWN is related to a component covered by this QualityGuard+Plus Agreement.  
**IMPORTANT: IT IS YOUR RESPONSIBILITY TO ENSURE THAT AUTHORIZATION HAS BEEN RECEIVED PRIOR TO PROCEEDING WITH ANY AND ALL REPAIRS. IF SUCH AUTHORIZATION IS NOT RECEIVED, YOU MAY BE LIABLE FOR THE EXPENSE (i.e. PAYMENT WILL NOT BE MADE BY NESNA).**
- 3.3 If applicable, YOU must authorize needed diagnosis/disassembly to determine cause of failure and extent of damage. If it is determined that the cause of failure is not covered by your contract, YOU will be responsible for any and all diagnosis/disassembly charges.
- 3.4 Cooperate with the 3<sup>rd</sup> party inspection of your vehicle; if deemed necessary by NESNA.
- 3.5 Provide proof of maintenance to the dealer, repair facility, or QualityGuard+Plus, as applicable. Refer to "Maintenance and Records" section below.
- 3.6 Pay the deductible shown in the Vehicle/Agreement Information section of this Agreement. All other additional costs relating to excluded items will be the responsibility of the holder of this Agreement.
- 3.7 Mailing address is Nissan Extended Services North America, GP, QualityGuard+Plus Claims, P.O. Box 685009 (P-3-B), Franklin, TN 37068-5009.

Consumers requesting additional information pertaining to this QualityGuard+Plus Service Contract may contact the Iowa Insurance Division at the following address: Iowa Securities Bureau, Division of Insurance, 340 East Maple Street, Des Moines, Iowa 50319-0066, (515) 281-4441.

### **Kentucky:**

The obligations of NESNA under this service contract are insured under a motor vehicle mechanical reimbursement policy underwritten by American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157. The Agreement Purchaser is entitled to make a direct claim against the insurer in the event the claim is not paid within sixty (60) days after the proof of loss has been submitted to the Agreement Administrator. In consideration of the provisions and stipulations of this Agreement, it is agreed that the lienholder identified on the Vehicle/Agreement Information page shall be provided coverage under this Agreement to the extent of its financial interest in the covered vehicle.

### **Louisiana:**

Exclusions: Under provision Cancellation the phrases "provided you have not filed a claim" and "if you have filed a claim" are deleted.

### **Maryland:**

The Agreement Purchaser is entitled to make a direct claim against the insurer in the event the claim is not paid within sixty (60) days after the proof of loss has been submitted to the Agreement Administrator.

### **New Hampshire:**

1. No cancel or transfer fee will be charged for purchases of Service Contracts.
2. Replacement of any part may be made with a part of like kind and quality.
3. For terms, conditions and exclusions regarding "What is Not Covered" under this Service Contract, see the appropriate section of the Agreement.
4. This Service Contract covers the specific components set forth therein upon expiration of the manufacturer's warranty.

### **New York:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

### **Oregon:**

NESNA is the sole obligor under this extended service contract and is solely responsible for all covered claims.

### **South Carolina:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

Consumers requesting additional information or in the event of a problem that cannot be resolved with NESNA may contact the South Carolina Department of Insurance, Office of Special Services, P.O. Box 100105, Columbia, SC 29202-3105, (800) 768-3467.

### **Texas:**

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

Consumers requesting additional information or in the event of a problem that cannot be resolved with NESNA may contact the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711, (800) 803.9202.

### **Wisconsin:**

Obligations of NESNA under this service contract are guaranteed under a service contract reimbursement insurance policy. Should NESNA fail to pay or provide service on any claim within 60 days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157, or by calling 1(800)358-8885.

**THIS SERVICE CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.**

**IN THE STATE OF WISCONSIN, PREAUTHORIZATION OF REPAIR WORK IS REQUIRED BY NESNA. HOWEVER, IF EXTENUATING CIRCUMSTANCES PREVENT**



## 7 OPTIONS/EXCLUSIONS

The following state requirements will apply to vehicle service contracts sold in the following state(s):

### **Alabama:**

The transfer fee is \$25. If the lienholder or NESNA cancels the service contract, the \$25 cancel fee may not be deducted.

Obligations of NESNA under this service contract are backed by the full faith and credit of the provider.

### **Colorado:**

NESNA is the sole obligor under this extended service contract and is solely responsible for payment of or reimbursement of all covered claims. The obligations of NESNA under this contract are guaranteed under a motor vehicle mechanical reimbursement policy underwritten by: American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157.

### **Connecticut:**

In the event of a dispute regarding the terms of this service contract, Purchaser may file a formal written complaint to State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attention: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase or lease price of the vehicle, the cost of repair of the vehicle and a copy of the service contract.

Should a service contract expire while a vehicle is at a NESNA authorized repair facility for a covered repair, NESNA will complete the repair [begun prior to the expiration of the service contract (based on the repair order open date).]

### **Idaho:**

Obligations of NESNA under this service contract are guaranteed under a service contract reimbursement insurance policy. Should NESNA fail to pay or provide service on any claim within 60 days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157, or by calling 1(800)358-8885.

Coverage afforded under this motor vehicle service contract is not guaranteed by the Idaho Insurance Guarantee Association.

### **Illinois:**

The cancellation fee is \$50 or 10% of the retail price, whichever is lesser. NESNA is the sole obligor under this extended service contract and is a) the party responsible for honoring cancellation requests, and b) solely responsible for payment of or reimbursement for all covered claims.

### **Indiana:**

Obligations of NESNA under this service contract are guaranteed under a service contract reimbursement insurance policy. Should NESNA fail to pay or provide service on any claim within 60 days after proof of loss has been filed, the contract holder is entitled to make a claim directly to American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157, or by calling 1(800)358-8885.

### **Iowa:**

At the time of purchase of this service contract, the following options for payments are made available to you: 1) Single payment; 2) 0% financing; or 3) Financing through a lienholder. The obligations of NESNA under this service contract are guaranteed under a motor vehicle mechanical reimbursement policy underwritten by American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, Florida 33157-6596, Phone: (305) 253-2244. If NESNA fails to pay or provide service on a claim within sixty days after proof of loss has been filed, the service contract holder is entitled to make claim directly against the reimbursement policy.

If the service contract holder cancels and requests a full refund within 20 days and no claims have been filed, a 10% penalty will be added each month to the refund not paid to the holder within 30 days.

3.8 Documents requesting reimbursement must be received by NESNA within ONE YEAR of fail date; if not your claim will be denied.

TO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER, AUTO WARRANTY COMPANY, OR SERVICE CONTRACT COMPANY, OR ANY OTHER PERSON, OR FILE A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING FALSE, INCOMPLETE, OR MISLEADING INFORMATION MAY BE A CRIME UNDER APPLICABLE LAW.

## 4 MAINTENANCE AND RECORDS

You are responsible for properly using, maintaining and caring for your vehicle as per the vehicle manufacturer's recommendations. Evidence of the performance of the required maintenance must be kept and presented as proof of such maintenance in connection with related repairs covered by this Agreement. FAILURE TO PROVIDE SUCH EVIDENCE, OR FAILURE TO PROPERLY MAINTAIN THE VEHICLE IN ACCORDANCE WITH YOUR OWNER'S MANUAL, MAY DISQUALIFY YOU FROM COVERAGE.

## 5 WHAT IS NOT COVERED

**5.1 ANY REPAIR NOT AUTHORIZED BY NESNA PRIOR TO THE REPAIR BEING PERFORMED.**

**5.2 All electrically powered or hybrid vehicles, i.e., any vehicles whose propulsion are in any part at any time provided by an electric motor and/or electric power source, are not eligible for coverage under a QualityGuard+Plus agreement, and all such vehicles are expressly excluded from coverage.**

**5.3 Paint, bumpers, body sheet metal and panels, frame and structural parts, moldings and trim, fuses, weatherstripping, carpet, upholstery, seat frames, glass, heated glass element. Any and all antenna(s), including but not limited to, in-glass, cellular, or GPS. Freeze plugs, and constant velocity boots. Squeaks and rattles, water leaks, wind noise. Engine and accessory drive belts. Hoses including but not limited to: heater/cooling system, vacuum, air conditioning, and power steering. Clutch disc, pressure plate, pilot bearing (bushing) and throw-out bearing. All exhaust system components. Vinyl/ convertible top, retractable soft/hard tops, removable hard top and all assemblies, including but not limited to: hardware and linkages. Replacement of OEM Audio or Navigation components or systems with new audio or navigation components or systems. Any and all in-vehicle mobile entertainment systems/ video components, game centers in-vehicle communication or voice recognition systems, Bluetooth®, On-Star®, audio speakers, wiring, remotes, CD's, DVD's. Any and all Audio/GPS navigation system discs, including but not limited to, start-up, reprogramming, update software. DVD's, audio/video cassettes or game cartridges. Any and all Non-OEM audio and/or navigation components or systems. Advanced driver assistance systems, including but not limited to: distance sensing/measuring, parking assistance, dynamic speed control. Convenience systems, including but not limited to: quadrasteer, active rollover protection, hydropneumatic suspension, electronic air purification, driver impairment. Safety restraint systems, including but not limited to: air bags/sensors, seat belts. Daytime running light system, swivel headlight system, headlamps/tail lamps assemblies, center high mounted stop lamp assembly and their bulbs/l.e.d's. Battery and cables. Tires, brake drums, disc brake rotors, brake pads, brake linings/shoes, wheels/rims, wheel studs, shock absorbers. Any nuts, bolts, fasteners, rivets are not covered except where required in conjunction with a covered repair.**

**5.4 Maintenance service expenses specified in your Owner's Manual such as:**

- engine tune-up, wheel balance and alignment, spark plug/glow plug and ignition wire replacement/adjustment. Timing belt replacement, fluid and lubricant replacement/ replenishment, wiper blade replacement, headlight aiming, filter replacement. Filters, lubricants, coolants, fluids and refrigerants will be covered only if replacement is required in conjunction with a covered repair.
- 5.5 Repair or replacement of any covered part should a **MECHANICAL BREAKDOWN** not occur or if the wear of a part does not exceed the manufacturer's specifications.
- 5.6 Any repairs relating to loss of performance caused by normal wear and tear unless an actual **MECHANICAL BREAKDOWN** occurs.
- 5.7 Any failures due to damage resulting from: accident; collision; road hazard; fire; theft; flood/water damage; freezing; rust and corrosion of any kind regardless of cause; salt in any form or of any chemical composition whatsoever (including, but not limited to: road salt, salt water, and/or salt or salt water in the air), environmental damage to include anything whatsoever external (not part of) the vehicle, including but not limited to whether it is/was airborne, in water, soil, air, dust, or caused by the sun; chemicals; vandalism; riot; explosion; natural disaster; terrorism; or acts of God.
- 5.8 Any failures due to:
- Engine overheating: regardless of cause
  - Failure to maintain proper fluid, coolant, or lubricant levels
  - Use of improper or contaminated fuels, fluids or lubricants
  - Lack of normal maintenance as specified by your vehicle manufacturer
  - Sludge, sludge build-up, varnish, restricted oil passages, stuck piston rings, engine oil consumption
  - Engine detonation
  - Engine over-rev or transmission misshift (improper shift)
  - Any modifications to the vehicle departing from, or differing from, the manufacturer's original factory specifications for that model and trim level
  - Negligent operation of a vehicle with a failed component(s), or failure to protect your vehicle from further damage when a breakdown has occurred or continued operation with a failed component that may result in further damages
  - Pulling a trailer or other vehicle that exceeds the Manufacturer's recommendations or exceeds the maximum Gross Vehicle Weight (GVW) of the vehicle
- 5.9 Any failures caused by racing or other competition; or operation of the vehicle not in compliance with the vehicle's Owners Manual.
- 5.10 Any and all service adjustments, including but not limited to: computer reprogramming.
- 5.11 Diagnostic charges and or disassembly procedures that are not listed or not in conjunction with covered components. Also, if parts amounts and labor times are in excess of current year's nationally recognized labor guides, i.e., **Motors®**, **Mitchell®**, or **Chilton®**.
- 5.12 Any failure resulting from pre-existing conditions which were present at the time of vehicle sale.
- 5.13 Parts/Labor charges for engine flushing, including but not limited to: removal of sludge, sludge build-up, varnish, or other contaminants.
- 5.14 Any incidental or consequential damages such as, but not limited to: loss of the use of the vehicle or lost wages or lost business, storage charges, inconvenience or commercial loss, as well as any damage caused by a non-covered part, or to a non-covered part.

- 5.15 All shop supplies or hazardous waste disposal charges.
- 5.16 Any vehicle with an inoperative or altered speedometer and/or odometer so that the actual mileage of the vehicle cannot be determined.
- 5.17 Any vehicle used as an emergency vehicle, tow truck or other commercial uses (such as, but not limited to, snow plow, taxi, limousine, delivery, rental, etcetera).
- 5.18 Any expense that occurs during the original manufacturers New Vehicle Limited Warranties or pursuant to: manufacturers recalls or service campaigns or publicly announced owner notifications, parts warranties, or other Agreements (such as extended drivetrain, major component or full coverage warranties, or a repairer's guarantee/warranty).
- 5.19 Any coverage afforded by this Agreement in which the information provided to NESNA cannot be verified as accurate or is found to be deceptive.
- 5.20 This Agreement, and all coverages described herein, does not apply to any vehicle which has ever been:
- The subject of a "salvage", "voided", or "rescinded" factory warranty or title under any state's law
  - Vehicles not sold in the United States or Canada or not originally intended for sale, lease, and/or operation in the United States or Canada by the vehicle's manufacturer
  - "Totaled" by a licensed insurance company; that is, been the subject of any insurance company's cash payment of claim in lieu of repairs because of a determination that the cost of repairs exceeded the actual cash value of the vehicle. If this Agreement is written on such a vehicle, the full amount of NESNA's liability under this Agreement is limited to a refund from NESNA of the amount paid to NESNA for this Agreement.
- 5.21 Liability for any damage to property or injury to or death of any person arising out of the operation, maintenance, or use of the vehicle described in this Agreement, whether or not related to the **PARTS COVERED** by this Agreement.
- 5.22 Seepage around seals. See **What is Covered and for How Long**.  
**NESNA'S MAXIMUM LIABILITY UNDER THIS AGREEMENT IS AS FOLLOWS: TOTAL ACCUMULATIVE CLAIMS DURING THE TERM OF THIS AGREEMENT SHALL NOT EXCEED THE PRIVATE PARTY VALUE OF THE VEHICLE AS LISTED BY KELLY BLUE BOOK® AT THE TIME OF CURRENT CLAIM.**  
**NESNA WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF USE OF THE VEHICLE, INCONVENIENCE OR COMMERCIAL LOSS.**  
This Agreement provides coverage only with respect to **MECHANICAL BREAKDOWNS** which occur during the Agreement period in the United States (excluding U.S. Territories).

## **6 SERVICE CONTRACT/NOT A WARRANTY**

THIS AGREEMENT IS NOT A WARRANTY, AN EXTENSION OF A NEW VEHICLE WARRANTY, OR AN IMPLIED OR GENERAL WARRANTY AND IT IS NOT A CONDITION OF THE SALE OR FINANCING OF THE VEHICLE. This Agreement is a "Service Contract" as defined in federal law. (See 15 USCS SEC. 2301 (8).) BY ENTERING INTO THIS AGREEMENT, YOU DO NOT WAIVE ANY APPLICABLE WARRANTIES. Be sure to read this Agreement carefully so that you understand the difference in coverage between your Warranties and this Agreement. FURTHER, you are advised that there are various state and federal laws that protect your interests as a consumer. In the event of a problem that cannot be resolved with NESNA, you may have other rights and remedies available to you.

2004

INFINITI WARRANTY INFORMATION BOOKLET

*Accelerating the future™*



INFINITI

# 2004 INFINITI WARRANTY INFORMATION BOOKLET

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## SUMMARY OF WARRANTY COVERAGE\*

24 Months 24,000 Miles	36 Months 50,000 Miles	48 Months 60,000 Miles	72 Months 70,000 Miles	84 Months 70,000 Miles	96 Months 80,000 Miles
Basic Coverage					
Corrosion Coverage (Perforation from Corrosion) **					
Powertrain Coverage ***					
Federal Emission Performance Warranty					
Federal Emission Defect Warranty					
Federal Emission Long Term Defect Warranty					
California Emission Performance and Defect Warranties					
California Emission Long Term Defect Warranty					

\* See the express terms of the applicable warranty printed elsewhere in this booklet, which terms control if there is a conflict with this chart.

\*\* Unlimited Mileage

\*\*\* 10 Years/ Unlimited Mileage on Seat belts

## INFINITI OWNER SATISFACTION AND ASSISTANCE

Both Infiniti and your Infiniti dealer are dedicated to serving all your automotive needs. Your complete satisfaction is our primary concern. Your Infiniti dealer is available to assist you with all your automobile sales, parts and service requirements.

If, however, a situation arises that you believe has not been addressed to your satisfaction, we ask that you take the following steps.

### STEP 1:

Discuss the situation with the dealership management. If a problem still exists, contact the dealership's owner. Your Infiniti dealer is best equipped to resolve the matter for you.

### STEP 2:

If the concern has still not been addressed to your satisfaction, please contact our Infiniti Consumer Affairs Department using our toll free number:

**1-800-662-6200**

The Consumer Affairs Department will ask for the following information:

- Your name, address, and telephone number
- Vehicle identification number (on dashboard and permanent Infiniti Total Ownership program card)
- Date of purchase
- Current odometer reading
- Your Infiniti dealership's name
- Details of the concern

Or you can write to Infiniti with the above information at:

INFINITI DIVISION  
Nissan North America, Inc.  
Consumer Affairs Department  
P.O. Box 47038  
Gardena, CA 90247-6838

### STEP 3:

In the event that you believe Infiniti has been unable to satisfactorily address the problem, a special automotive complaint resolution program called AUTO LINE is available to you. The AUTO LINE program is independently operated by the Council of Better Business Bureaus, Inc. (BBB).

For information about the BBB AUTO LINE in your area, please call us (Infiniti) at the same toll free number

(1-800-662-6200). We will be happy to provide you with the address and phone number of your local BBB office or any other information about AUTO LINE.

Or you may contact the BBB at:

AUTO LINE  
Council of Better Business Bureaus, Inc.  
4200 Wilson Blvd.  
Arlington, Virginia 22203  
1 (800) 955-5100

If you call, the BBB staff will record the details of your complaint by telephone. They will ask for the same information as in Step 2.

The AUTO LINE program consists of two parts: mediation and arbitration. The AUTO LINE Staff will attempt to provide suggestions for resolving the problem during mediation. If a satisfactory resolution has not been achieved during mediation, you will have the opportunity to present your case personally before an impartial person or three person panel. This is the arbitration part of AUTO LINE. The arbitrator(s) will make a decision after the arbitration hearing.

## INFINITI OWNER SATISFACTION AND ASSISTANCE

The BBB must send you a final decision in your case within forty (40) days (plus 7 days, if you have not contacted Infiniti) unless you delay the process. If you accept the decision, it will be legally binding on you and Infiniti. If you do not accept the decision, it will not be legally binding on you or Infiniti. However, in some states, if the decision is not accepted, it may be introduced either by you or by Infiniti as evidence in a subsequent court action.

**Use of BBB AUTO LINE is generally completely voluntary. However, some states may specify that complaint resolution systems such as AUTO LINE that are sponsored by the manufacturer or distributor, and that comply with certain Federal regulations, must be used before you may use their state-operated complaint resolution systems or before you may file a lawsuit, or have certain other rights provided you by state law. In those states, Infiniti requires you first to apply to and utilize Auto Line in good faith prior to using these other remedies which may be available to you.**

AUTO LINE may not be available in all states. We, Infiniti, can provide you with information about the availability of AUTO LINE in your state, or call the AUTO LINE number listed above.

**ELIGIBILITY:** Infiniti vehicles less than four years old from date delivered to the first retail buyer or otherwise put into use, and with fewer than 60,000 miles, are eligible for the program.

### **ASSISTANCE OUTSIDE OF WARRANTY**

In support of our commitment to the “Total Ownership Experience,” Infiniti may occasionally offer to pay or reimburse for part or all of the cost of making certain, specific repairs beyond or outside of the terms of the warranty for some specific vehicle models. (Some states refer to such programs as “adjustment programs”). In such circumstances Infiniti mails notices to all known registered owners of affected vehicles. You may additionally inquire of your authorized Infiniti dealer or of Infiniti directly at the number listed below of the applicability of such programs to your vehicle.

Infiniti may occasionally offer special assistance that may pay for part or all of vehicle repairs beyond the expiration of the limited warranty period on a case by case basis. Should you experience unusual difficulties

with your vehicle please discuss the situation with your dealer. If your dealer is unable to assist you, you may call the Infiniti Consumer Affairs Department at 1-800-662-6200 to discuss your concern. You will need to provide the Model, Model Year, VIN (Vehicle Identification Number), mileage, maintenance history, a detailed explanation of the concern, and why you believe that Infiniti should be responsible for the repair. Your request will be individually investigated and you will be informed of Infiniti’s decision.

Please also review the “Supplement to the 2004 Infiniti Warranty Information Booklet & 2004 Owner’s Manual” for important information concerning consumer rights in your state.

# 2004 NEW VEHICLE LIMITED WARRANTY

## WHO IS THE WARRANTOR

NISSAN<sup>1</sup> warrants all parts of your 2004 Infiniti vehicle supplied by Nissan, except for those listed under the caption "WHAT IS NOT COVERED."

## APPLICABILITY

- This warranty is provided to the original and subsequent owner(s) of an Infiniti vehicle originally distributed by Nissan which is originally sold by a Nissan authorized Infiniti dealership in the United States (excludes Hawaii), and which is registered and normally operated in the United States (including Alaska and Hawaii), the United States territories (specifically Guam, Saipan, American Samoa, Puerto Rico, and the U.S. Virgin Islands), and Canada.
- Your Infiniti vehicle is manufactured to meet U.S. regulations and environmental requirements. With the exception of privately owned vehicles belonging to members of the U.S. military or employees and officers of the United States Government stationed abroad, this warranty does not apply if an otherwise covered vehicle is operated in, or relocated to, a country other than those listed above under this caption, except that it continues to apply if the vehicle is operated in full compliance with its proper use as described in the applicable OWNER'S MANUAL<sup>2</sup> while touring outside of the United States, the U.S. territories or Canada for a period not exceeding sixty (60) consecutive days or sixty (60) days in any one 12 month period. This warranty applies to a relocated vehicle which is returned to, and is registered and normally operated in the United States, the U.S. territories or Canada, except for conditions due to the vehicle's foreign operation, e.g., use of inappropriate fuels or other fluids.

## THE WARRANTY BEGINS

The warranty period begins on the date the vehicle is delivered to the first retail buyer or put into service, whichever is earlier.

## FOR HOW LONG AND WHAT IS COVERED

### BASIC COVERAGE

- The basic coverage period is 48 months or 60,000 miles, whichever comes first.
- The warranty covers any repairs needed to correct defects in materials or workmanship of all parts and components of each new Infiniti vehicle supplied by Nissan except for those exclusions or items listed under the caption "WHAT IS NOT COVERED" or as indicated below.

### POWERTRAIN COVERAGE

- The Powertrain coverage period is 72 months or 70,000 miles, whichever comes first.
- This warranty covers any repairs needed to correct defects in material or workmanship.
- Powertrain coverage includes components listed below, supplied by NISSAN, except for those items listed under the caption "WHAT IS NOT COVERED."

**ENGINE** - Cylinder heads and block and all internal parts, rocker covers and oil pan, valve train and front cover, timing chain and tensioner, oil pump, water pump and fuel pump, fuel injectors, intake and exhaust manifolds, flywheel, seals and gaskets.

**TRANSMISSION AND TRANSAXLE** - Case and all internal parts, torque converter and converter housing, automatic transmission control module, transfer case and all internal parts, seals and gaskets, clutch cover and housing, and electronic transmission controls.

**DRIVETRAIN** - Drive shafts, final drive housing and all internal parts, propeller shafts, universal joints, bearings, seals and gaskets.

**RESTRAINT SYSTEM** - Air bags and related electronic control systems.

### CORROSION COVERAGE (PERFORATION FROM CORROSION)

Any body sheet metal panel supplied by Nissan found to have developed perforation (rust-through) due to corrosion in normal use is covered for 84 months, regardless of mileage, except for those items listed under "WHAT IS NOT COVERED." No additional rust proofing applications are required. Perforation is a

condition in which any body sheet metal panel has corroded from one surface to another.

### ORIGINAL EQUIPMENT BATTERY COVERAGE

The coverage period is 48 months or 60,000 miles, whichever comes first. A defective original equipment battery which is unserviceable within the first 12 months and 60,000 miles will be replaced free of charge. After 12 months but within 24 months and 60,000 miles, you will pay 25% of the replacement battery's suggested retail price plus applicable taxes. After 24 months but within 36 months and 60,000 miles, you will pay 50% of the replacement battery's suggested retail price plus applicable taxes. After 36 months but within 48 months and 60,000 miles, you will pay 75% of the replacement battery's suggested retail price plus applicable taxes. Nissan will pay the rest, including all labor to remove and replace the defective battery.

### TOWING COVERAGE

If your vehicle is inoperative due to the failure of a warranted part, towing service to the nearest authorized Infiniti dealer is covered for 48 months or 60,000 miles, whichever comes first.

### ADJUSTMENTS

Service adjustments not usually associated with the replacement of parts, such as wheel alignment, are covered only during the first 12 months or 12,000 miles, whichever comes first.

### REFRIGERANT RECHARGE ONLY

Refrigerant recharge not associated with the repair or replacement of a warranted part is covered only during the first 12 months, regardless of the mileage.

## NO CHARGE

Warranty repairs will be made at no charge for parts and/or labor (except for batteries and tires, in which case you may pay certain charges). **Any needed parts replacement will be made using genuine Nissan or Nissan approved new or remanufactured parts approved by Nissan for use on Infiniti vehicles.**

## OBTAINING WARRANTY SERVICE

- You must take the vehicle to an authorized Infiniti dealer in the

<sup>1</sup> NISSAN indicates Nissan North America, Inc., P.O. Box 191, Gardena, California, 90248-0191 which distributes Infiniti vehicles in the Continental United States.

<sup>2</sup> See the owner's manual for information relevant to proper operation of the vehicle, including the recommended fuels and fluids.



# 2004 NEW VEHICLE LIMITED WARRANTY

United States or Canada during regular business hours at your expense in order to obtain warranty service. The names and addresses of authorized Infiniti dealers are listed in telephone directories.

- If you require warranty service outside of the United States (see terms under caption "APPLICABILITY"), contact an Infiniti dealer in that country. Note that complaints related to failure to comply with proper use of the vehicle as described in the applicable OWNER'S MANUAL (including the lack of availability or use of proper fuel and fluids), or the vehicle's lack of compliance with local regulations or environmental requirements of any country (other than the U.S., the listed U.S. territories or Canada) are not covered by this warranty.

## MAINTENANCE AND RECORDS

As a condition of this warranty, you are responsible for properly using, maintaining and caring for your vehicle as outlined in your Owner's Manual, and of maintaining copies of all maintenance records & receipts for review by Nissan. Failure to do so is likely to result in the denial of warranty.

Evidence of the performance of the required maintenance should be kept and may need to be presented as proof of such maintenance in connection with related warranty repairs. To assist you in maintaining appropriate records, the Maintenance Log located in your Owner's Literature Kit can be used along with supporting repair invoices, receipts and other such records.

## WHAT IS NOT COVERED

### DAMAGE, FAILURES OR CORROSION DUE TO ACCIDENTS, MISUSE OR ALTERATIONS

This warranty does not cover damage, failures or corrosion resulting from:

- Accident, theft, fire, driving through water (including engine water ingestion) or misuse. (Proper use is outlined in your OWNER'S MANUAL.)
- Alteration, tampering or improper repair.
- Glass breakage, unless resulting from defects in material or workmanship.

- Installation of non-Nissan approved accessories or components.
- Improper installation of any Nissan approved or aftermarket accessory or component.

### ALTERED OR UNCERTAIN ODOMETER MILEAGE

This warranty does not cover repair of any vehicle or any part of a vehicle on which the odometer has been altered, or the odometer repaired or replaced, and the actual vehicle mileage cannot be correctly and readily determined.

### SALVAGE TITLE

This limited warranty does not apply to any vehicle, and is rendered void if the vehicle is (or ever has been) issued a "salvage" or similar title under any state's law; or has ever been determined to be a "total loss" or equivalent by any insurance company, such as by payment of a cash payment of a claim in lieu of repairs because of a determination that the cost of repairs exceeded the actual cash value of the vehicle.

### DAMAGE, FAILURES OR CORROSION FROM ENVIRONMENTAL CONDITIONS

This warranty does not cover damage, failures or corrosion resulting from:

- Stone chipping, chemical fallout, tree sap, salt, hail, wind-storm, lightning, flood or other environmental conditions.
- The items listed below are not covered under corrosion coverage (perforation from corrosion)
  - Exhaust system components.
  - Corrosion other than perforation, such as cosmetic or surface corrosion due to defects in material or workmanship. This is covered under the Basic Coverage of the New Vehicle Limited Warranty.

### DAMAGE, FAILURES OR CORROSION DUE TO LACK OF OR IMPROPER MAINTENANCE

This warranty does not cover damage, failures or corrosion resulting from:

- Lack of performance of proper maintenance services as outlined in your Owner's Manual.
- Use of improper or dirty fuel, fluids or lubricants.

- Use of parts not equivalent in quality or design to parts supplied by Nissan for use on Infiniti vehicles.

### MAINTENANCE SERVICE EXPENSE

This warranty does not cover normal maintenance services as specified in your Owner's Manual such as wheel alignment, headlight aiming, replacement of filters, lubricants, coolant, worn clutch discs and brake pads.

### SEAT BELTS, TIRES AND EMISSION CONTROL SYSTEM

Seat belts, tires and the emission control system are covered by separate warranties.

## LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

### EXTRA EXPENSES - LIMITATIONS OF DAMAGES THIS WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS LOSS OF THE USE OF THE VEHICLE, INCONVENIENCE OR COMMERCIAL LOSS.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

## 2004 INFINITI FEDERAL VEHICLE EMISSION CONTROL WARRANTIES

### EMISSION DEFECTS WARRANTY

#### WHAT IS COVERED

NISSAN<sup>1</sup> warrants that your vehicle was designed, built and equipped to conform at the time of sale with all applicable United States emission standards.

This warranty covers any repairs needed to correct defects in materials or workmanship which would cause your vehicle not to meet these standards.

#### WHAT IS COVERED UNDER THE DEFECTS WARRANTY

Covered components are listed below under the caption "WARRANTY PARTS LIST." Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES."

#### HOW LONG IS THE WARRANTY

This warranty is for 4 years or 60,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use,

whichever is earlier. Additionally, the engine control module/onboard diagnostic device and catalytic converter(s) listed below and indicated by an "○" under the caption "Warranty Parts List" are covered for 8 years or 80,000 miles, whichever occurs first.

### EMISSIONS PERFORMANCE WARRANTY

#### WHEN DOES THIS WARRANTY APPLY

The Emissions Performance Warranty applies to your 2004 Infiniti vehicle ONLY when both of the following occur.

1. The vehicle fails to meet applicable emissions standards as judged by an emissions test approved by the Environmental Protection Agency (EPA).
2. This failure results or will result in some penalty to you, such as a monetary fine or the denial of the right to use your vehicle, under local, state or federal law.

For example, if your state requires an EPA approved yearly vehicle inspection before you receive a renewed license, this warranty applies to your vehicle. In areas where there is no approved test program, this warranty does not apply.

### WHAT IS COVERED AND FOR HOW LONG UNDER THE PERFORMANCE WARRANTY

Nissan<sup>1</sup> warrants that it will remedy any non-conformity in your vehicle which causes it to fail an approved emissions test during the first 24 months or 24,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

Additionally, failure of an approved emissions test resulting from the failure of those parts listed below under the caption "Warranty Parts List" are covered by the Emissions Defects Warranty described above.

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES."

<sup>1</sup> NISSAN indicates Nissan North America, Inc., P.O. Box 191, Gardena, California 90248-0191 which distributes Infiniti vehicles in the continental United States.

## 2004 INFINITI FEDERAL VEHICLE EMISSION CONTROL WARRANTIES

### WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES

These warranties do not cover:

1. Normal maintenance, service and parts replacement as outlined in the emissions control maintenance instructions of your Owner's Manual.
2. Failures directly as a result of:
  - Failure to perform required emission control maintenance as outlined in your Owner's Manual.
  - Misuse, accident or modification.
  - Improper adjustment or installation of parts during the performance of maintenance services.
  - Tampering with or disconnecting any part affecting vehicle emissions.
  - The use of contaminated fuel or fuel other than that specified in your Owner's Manual.
3. In the case of the Performance Warranty, the use of any part not certified in accordance with Federal requirements which is defective or not equivalent from an emissions standpoint to the original equipment part.
4. In the case of the Performance Warranty, costs of determining the cause of a vehicle failing an EPA approved emissions test if such failure is found not to be covered.

5. In the case of the Defects Warranty, parts not supplied by Nissan or damage to other parts caused directly by non-Nissan parts.

### LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

#### EXTRA EXPENSES - LIMITATIONS OF DAMAGES

These emissions warranties do not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THESE WRITTEN WARRANTIES.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

### WHAT YOU MUST DO

In order to obtain warranty service you must deliver the vehicle to an authorized Infiniti dealer in the United States at your expense.

You must also maintain your vehicle as outlined in the maintenance instructions in your Owner's Manual.

### WHAT NISSAN WILL DO

Warranty repairs will be made at no charge for parts and/or labor, including diagnosis and tax. Any needed parts replacement will be made using new or remanufactured parts.

### OTHER WARRANTY TERMS

#### PERFORMANCE WARRANTY CLAIMS PROCEDURE

You may make a claim under the Performance Warranty immediately after the failure of an EPA approved emissions test. You must provide proof of this failure when making your claim.

You will be told whether Nissan will honor your claim within 30 days of the date you make the claim unless a shorter time period is required by law. If your claim is denied, Nissan will notify you in writing of the reason. If we do not notify you within this time period, we will repair your vehicle under this warranty at no cost to you. The time period for notification will not

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## 2004 INFINITI FEDERAL VEHICLE EMISSION CONTROL WARRANTIES

apply if you request a delay or a delay is caused by events not under the control of Infiniti dealers.

No claim will be denied under the Performance Warranty because you use a non-Nissan certified part but EPA certified part for maintenance or repair.

### MAINTENANCE SERVICE AND REPLACEMENT PARTS

Important information concerning maintenance service and replacement parts is on page 14 of this booklet.

### MAINTENANCE RECORDS

Receipts covering the performance of regular maintenance should be kept in the event questions arise concerning maintenance. The receipts should be transferred to subsequent owners.

### IF YOU HAVE QUESTIONS

You may obtain further information concerning these warranties by following the procedure outlined in the "INFINITI OWNER SATISFACTION & ASSISTANCE" section of this booklet. In the case of the Performance Warranty, you may also contact or report any violations to the Office of Transportation and Air Quality, Vehicle Compliance Programs Group, U.S. Environmental Protection Agency, Ariel Rios Building (6405J), 1200 Pennsylvania Avenue, N.W.,

Washington, D.C. 20460

### OTHER OBLIGATIONS

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

### WARRANTY PARTS LIST

- Fuel injection system
- Engine control module/onboard diagnostic device
- Oxygen sensor(s)
- Mass air flow sensor
- Intake manifold
- Throttle body
- Catalytic converter(s)
- Exhaust manifold
- Exhaust tube from manifold to catalytic converter
- Camshaft position sensor(s)
- Crankshaft position sensor(s)
- Spark plugs, ignition coils and wires
- Evaporative emission control system
- Fuel filler neck restrictor and check valve
- Fuel tank and filler cap
- Positive crankcase ventilation system

- Exhaust gas recirculation (EGR) control system
- Hoses, clamps, fittings, tubing, sealing gaskets or devices, and mounting hardware used in above systems
- Vacuum and temperature sensitive valves and switches used in above systems
- Electronic sensors and controls used in above systems

**The Emission Performance or Defect Warranty may be subject to future governmental administrative action. Nissan reserves the right to change the terms of the warranty to be consistent with these actions. See your dealer for information regarding possible changes.**

○ = Long Term Federal Emission Parts covered for 96 months/or 80,000 miles.



## 2004 INFINITI CALIFORNIA VEHICLE EMISSION CONTROL WARRANTIES\*

**The following statement is required to be provided by regulations of the California Air Resources Board.**

### **YOUR WARRANTY RIGHTS AND OBLIGATIONS**

The California Air Resources Board is pleased to explain the emission control system warranty on your 2004 vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Nissan must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel-injection system, the ignition system, catalytic converter and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, Nissan will repair your vehicle at no cost to you including diagnosis, parts and labor.

### **MANUFACTURER'S WARRANTY COVERAGE**

For 4 years or 60,000 miles (whichever occurs first):

1) If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Nissan to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.

2) If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Nissan. This is your short-term emission control system DEFECTS WARRANTY.

For 7 years or 70,000 miles (whichever occurs first):

If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Nissan. This is your long-term emission control system DEFECTS WARRANTY.

### **OWNER'S WARRANTY RESPONSIBILITIES**

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your Owner's Manual. Nissan recommends that you retain all receipts covering maintenance on your vehicle, but Nissan cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to an Infiniti dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Nissan may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact Infiniti's Consumer Affairs Department at 1-800-662-6200 or the California Air Resources Board at 9528 Telstar Avenue, El Monte CA 91731.

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\* These warranties apply to all California emission 2004 Infiniti vehicles sold for registration as new vehicles in California, Massachusetts or Vermont only.

## 2004 INFINITI CALIFORNIA VEHICLE EMISSION CONTROL WARRANTIES

The following is Nissan's new vehicle emission control warranty statement for vehicles certified for sale in California and sold for registration as a new vehicle in California, Massachusetts or Vermont only.

### EMISSIONS DEFECTS WARRANTY

#### WHAT IS COVERED

NISSAN\* warrants that your vehicle was designed, built and equipped to conform with all applicable requirements of the California Air Resources Board. This warranty covers any part which affects applicable regulated emission(s).

\*Nissan indicates Nissan North America, Inc., P.O. Box 191, Gardena, California 90248-0191 which distributes Infiniti vehicles in the continental United States.

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED."

#### HOW LONG IS THE WARRANTY

This warranty is for 4 years or 60,000 miles, whichever occurs first. Additionally, the components listed under the caption "Long-Term Emission System Defects Warranty Parts List" are covered for 7 years or 70,000 miles, whichever occurs first, except that the catalytic converter(s) and engine control module (ECM) are warranted for 8 years or 80,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

Some items require scheduled replacement before 60,000 miles. These items are warranted only up to the replacement interval. The replacement intervals are outlined in the maintenance instructions in your Owner's Manual.

#### LONG-TERM EMISSION SYSTEM DEFECTS WARRANTY PARTS LIST

- Intake manifold
- Intake manifold collector (I35 lower only, M45, Q45, FX45)
- Throttle body
- Mass air flow sensor
- Engine control module
- EGI wiring harness
- Fuel tank
- Exhaust manifold(s) (I35 rear only, G35LH only, FX35 RH only)
- Front exhaust tube (Except I35 and FX45)
- Catalytic converter
- Torque converter drive plate with integral crankshaft position signal plate
- Automatic transmission control module
- Flywheel with integral crankshaft position signal plate (G35)
- Knock sensor (I35, QX56)
- Exhaust manifold with catalytic converter (M45, Q45, FX45, QX56)
- Front exhaust tube with catalytic converter (M45, Q45, G35, FX35)

# 2004 INFINITI CALIFORNIA VEHICLE EMISSION CONTROL WARRANTIES

## EMISSIONS PERFORMANCE WARRANTY

### WHEN DOES THIS WARRANTY APPLY

This warranty applies to your 2004 Infiniti vehicle only if it fails to pass a California "smog check" test or equivalent.

### WHAT IS COVERED AND FOR HOW LONG

Nissan\* warrants that if your vehicle fails to pass a California "smog check" test, it will make the necessary repairs so that your vehicle will pass. This warranty is for 4 years or 60,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or the date it is first put in to service, whichever is earlier.

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED."

### WHAT IS NOT COVERED

These warranties do not cover:

1. Normal maintenance, service and parts replacement as outlined in the emission control maintenance instructions of your Owner's Manual.
2. Failures directly as a result of:
  - Lack of performance of required emission control maintenance as outlined in your Owner's Manual.
  - Misuse, accident or modification.

- Improper adjustment or installation of parts during the performance of maintenance (non-warranty) services.
  - Tampering with or disconnecting any part affecting vehicle emissions.
  - The use of fuel other than that specified in your Owner's Manual or fuel with contaminants which the fuel filter is not designed to remove.
3. In the case of the Performance Warranty, the use of any non-Nissan part not certified in accordance with Federal requirements which is defective or not equivalent from an emissions standpoint to the original equipment part.
  4. In the case of the Defects Warranty, parts not supplied by Nissan or damage to other parts caused directly by non-Nissan parts.
  5. In the case of the Performance Warranty, costs of determining the cause of a vehicle failing a California "smog check" test if such failure is found not to be covered.

## LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

### EXTRA EXPENSES - LIMITATIONS OF DAMAGES

These emissions warranties do not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THESE WRITTEN WARRANTIES.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

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# 2004 INFINITI CALIFORNIA VEHICLE EMISSION CONTROL WARRANTIES

## WHAT YOU MUST DO

In order to obtain warranty service you must deliver the vehicle to any authorized Infiniti dealer in the United States at your expense. You are responsible for the required maintenance on your vehicle as outlined in the maintenance instructions in your Owner's Manual. Nissan recommends that you retain all receipts covering maintenance on your vehicle, but Nissan cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

## WHAT NISSAN WILL DO

Warranty repairs will be made at no charge for parts and/or labor, including diagnosis and tax. Any needed parts replacement will be made using new or remanufactured parts.

## OTHER WARRANTY TERMS

### PERFORMANCE WARRANTY CLAIMS PROCEDURE

You may make a claim under the Performance Warranty immediately after the failure of a "smog check" test. You must provide proof of this failure when making your claim in order to avoid additional "smog check" test charges.

You will be told whether Nissan will honor your claim within 30 days of the date you make the claim, unless a shorter time period is required by law. If your claim

is denied, Nissan will notify you in writing of the reason. If we do not notify you within this time period, we will repair your vehicle under this warranty at no cost to you. The time period for notification will not apply if you request a delay or a delay is caused by events not under the control of Infiniti dealers.

No claim will be denied under the Performance Warranty because you use a certified part for maintenance or repair.

## MAINTENANCE SERVICE AND REPLACEMENT PARTS

Important information concerning maintenance service and replacement parts is on page 14 of this booklet. No warranty claim will be denied solely because a non-Nissan part was used for maintenance or repair.

## CALIFORNIA VEHICLE INSPECTION PROGRAM

Under this program, if your vehicle fails a "smog check" test, you may choose to have diagnosis of the failure and repairs made at an Infiniti dealer or at another service facility. If the inspection failure is the result of a condition covered by these warranties, you must take your vehicle to an Infiniti dealer for warranty repairs. This includes parts, labor and diagnosis. You must pay for diagnostic costs if performed at another service facility except in the case of emergency repairs as outlined below.

You must pay for all diagnostic and repair costs of an inspection failure as required by law if the failure was caused by conditions not covered by these warranties. If the failure is the result of a combination of conditions, you must pay for only the diagnostic and repair costs related to items not covered by these warranties.

After the 4 years/60,000 mile performance warranty has passed, a "smog check" test failure due to a defect in a part which is warranted for 7 years/70,000 miles is covered.

## EMERGENCY REPAIRS

In case of an emergency, when an authorized Infiniti dealer is not reasonably available, warranty repairs may be performed at any service facility or by the owner using any replacement parts. Infiniti will reimburse you for such repairs, including diagnosis, up to the amount of Infiniti's suggested retail price for parts and labor charges based on Infiniti's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. A part not being available or a repair not being complete within 30 days also constitutes an emergency. You must take the replaced part and paid receipts to an authorized Infiniti dealer for repayment in such emergency situations.



## 2004 INFINITI CALIFORNIA VEHICLE EMISSION CONTROL WARRANTIES

### MAINTENANCE RECORDS

Receipts covering the performance of regular maintenance are not required but should be kept in the event questions arise concerning maintenance. The receipts should be transferred to subsequent owners.

### IF YOU HAVE QUESTIONS

You may obtain further information concerning these warranties by following the procedure outlined in the "INFINITI OWNER SATISFACTION & ASSISTANCE" section of this booklet. You may also contact or report any violations to the Office of Transportation and Air Quality, Vehicle Compliance Programs Group, U.S. Environmental Protection Agency, Ariel Rios Building (6405J), 1200 Pennsylvania Avenue, N.W., Washington, D.C. 20460 or the Chief, Mobile Source Division, Air Resources Board, 9528 Telstar Ave., El Monte, CA. 91731.

### OTHER OBLIGATIONS

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

The Emission Warranty for 2004 vehicles certified for sale in California may be subject to future administrative or judicial action. As a result, this warranty may be changed. Nissan will make those changes required by future law, regulation, or judicial or administrative action. In addition, Nissan reserves the right to change the terms of the warranty to be consistent with these actions.

## RECOMMENDATION FOR MAINTENANCE SERVICE AND REPLACEMENT PARTS

### RECOMMENDATION FOR MAINTENANCE SERVICE AND REPLACEMENT PARTS

To assure best results and to maintain the original quality built into the emission control systems, it is recommended that parts and accessories supplied by Nissan for use on Infiniti vehicles be used when servicing or repairing the systems.

THE WARRANTY OBLIGATIONS ARE NOT DEPENDENT UPON THE USE OF ANY PARTICULAR BRAND OF REPLACEMENT PARTS AND THE OWNER MAY ELECT TO USE NON-GENUINE NISSAN PARTS FOR REPLACEMENT PURPOSES.

The use of replacement parts which are not equivalent to genuine Nissan parts may reduce the effectiveness of the emission control system.

Therefore, if it becomes necessary to use other than genuine Nissan parts, the owner should assure himself that such parts are warranted by their manufacturer to be equivalent in quality to genuine Nissan parts.

MAINTENANCE, REPLACEMENT OR REPAIR OF THE EMISSION CONTROL DEVICES AND SYSTEMS MAY BE PERFORMED BY ANY AUTOMOTIVE REPAIR ESTABLISHMENT OR INDIVIDUAL USING ANY EQUIVALENT REPLACEMENT PART.

HOWEVER, UNLESS OTHERWISE AUTHORIZED BY LAW, WARRANTY SERVICE MUST BE PERFORMED BY AN AUTHORIZED INFINITI DEALER.

The emission standards may be satisfied by having the vehicle inspected periodically and by following the requirements outlined in the Emission Control System Maintenance Schedules in your Owner's Manual.

## SEAT BELT LIMITED WARRANTY

### WHO IS THE WARRANTOR

NISSAN\* warrants all parts of your 2004 Infiniti vehicle seat belt system supplied by Nissan.

\*NISSAN indicates Nissan North America, Inc., P.O. Box 191, Gardena, California 90248-0191 which distributes Infiniti vehicles in the continental United States.

### WHAT IS COVERED AND FOR HOW LONG

This warranty covers any seat belt or related component, supplied by Nissan for use on Infiniti vehicles, that fails to function properly during normal use within ten (10) years of the date the vehicle is delivered to the first retail buyer or put into service, whichever is earlier. Warranty repairs are free of charge for parts and labor.

### WHAT IS NOT COVERED

- Damage or failure due to misuse, alteration, accident or collision damage. (Proper use is outlined in your Owner's Manual.)
- Color fading, spotting or other cosmetic items when the belt is otherwise functioning properly.
- Airbags and related electronic control systems which are covered by the Powertrain Warranty.

### OBTAINING WARRANTY SERVICE

You must take the vehicle to an authorized Infiniti dealer in the United States or Canada during regular business hours at your expense in order to obtain warranty service. The names and addresses of authorized Infiniti dealers are listed in telephone directories.

### LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

### EXTRA EXPENSES - LIMITATIONS OF DAMAGES

### THIS WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS LOSS OF THE USE OF THE VEHICLE, INCONVENIENCE OR COMMERCIAL LOSS.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

# LIMITED WARRANTY ON GENUINE NISSAN REPLACEMENT PARTS, GENUINE NISMO S-TUNE PARTS, AND GENUINE NISSAN ACCESSORIES

## WHAT IS COVERED

Nissan\* warrants to correct defects in materials or workmanship in all genuine Nissan replacement parts, Genuine NISMO S-tune parts, and Genuine Nissan accessories, distributed by Nissan North America in the Continental United States, installed and used on Nissan or Infiniti (if an appropriate use and application of the part, accessory, or Genuine NISMO S-tune part) vehicles only, except as described under the caption below, "WHAT IS NOT COVERED."

This warranty covers any repairs needed to correct defects in materials or workmanship.

\* Nissan indicates Nissan North American, Inc., P.O. Box 191, Gardena, California 90248-0191 which distributes and provides consumer services for Nissan Vehicles in the Continental United States.

## HOW LONG IS THE WARRANTY

Except for replacement audio components, this warranty is for 12 months or 12,000 miles from the date of installation or purchase, whichever is earlier. However, the warranty on Genuine Nissan replacement parts, Genuine NISMO S-tune parts, and Genuine Nissan accessories installed in a Nissan or

Infiniti vehicle while the vehicle is covered by a Nissan warranty, which would have covered the part had it been installed in the vehicle at manufacture will not end before the end of that warranty.

## REPLACEMENT AUDIO COMPONENTS

A replacement Radio, Tape Deck, Amplifier or Compact Disc Player/Auto Changer or Cellular Phone supplied by Nissan is covered for 12 months/unlimited mileage from the time of installation or the balance of the Basic Vehicle Warranty as it applies to audio components, whichever is greater.

## WHAT IS NOT COVERED

This warranty does not cover:

1. Tires, batteries or truck bedliners. These items are covered by separate warranties.
2. Nissan Motorsports and NISMO R-tune parts, including NISMO Legacy parts are sold "AS IS" without warranties, express or implied unless expressly prohibited from doing so by applicable law, in which case the warranty provided is the minimum required by law.
3. Normal maintenance service and parts replacement as outlined in the maintenance schedule of your OWNER'S MANUAL.

4. Damage or failures of parts resulting from:
  - Misuse (your OWNER'S MANUAL is your guide to proper use).
  - Accident, theft, fire driving through water resulting in engine water ingestion.
  - Chemical fallout, tree sap, salt, sand, hail, flood or other environmental conditions.
  - Modification or improper repair of the part or of the vehicle in which the part is installed.
  - Use of parts not equivalent in quality or design to parts supplied by Nissan.
  - Lack of performance of required maintenance services as outlined in your OWNER'S MANUAL.
  - Use of improper or dirty fuel, fluids or lubricants.
5. Salvage Title. This warranty does not cover damage, failures or corrosion to any Nissan replacement part, Genuine NISMO S-Tune Part, or Genuine Nissan Accessory, installed in the vehicle, if the vehicle is issued a "salvage" or similar title. (This exclusion does not extend to new Genuine Nissan replacement parts, NISMO S-tune parts or Genuine Nissan accessories, installed in a Nissan or Infiniti vehicle after the issuance of a "salvage" or similar title.)

# LIMITED WARRANTY ON GENUINE NISSAN REPLACEMENT PARTS, GENUINE NISMO S-TUNE PARTS, AND GENUINE NISSAN ACCESSORIES

## WHAT YOU MUST DO

In order to obtain warranty service you must deliver the warranted part or accessory, or the vehicles, on which the part or accessory is installed, to an authorized Nissan or Infiniti dealer in the United States or Canada at your expense with proof of purchase (parts invoice or service repair order from an authorized Nissan or Infiniti dealer). The names and addresses of authorized Nissan and Infiniti dealers are listed in telephone directories.

You must also pay for labor charges to remove and replace the part or accessory if it was not originally installed on your vehicle by an authorized Nissan or Infiniti dealer.

## WHAT NISSAN WILL DO

If the part or accessory to be repaired was originally installed by an authorized Nissan or Infiniti dealer, it will be removed and reinstalled after repair at no charge for parts and labor. If the part or accessory was not installed by an authorized Nissan or Infiniti dealer, the part or accessory will be repaired or exchanged only. Any needed parts replacement or exchange will be made using new or remanufactured parts at Nissan's option.

## LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

### EXTRA EXPENSES - LIMITATIONS OF DAMAGES.

This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

**Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.**

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.



# SUMMARY OF THE NISSAN LIFETIME REPLACEMENT PANEL CORROSION LIMITED WARRANTY<sup>1</sup>

NISSAN<sup>2</sup> warrants to the Original Repairing Vehicle Owner and subsequent owners of the vehicle that Infiniti will either repair or replace the Genuine Infiniti Outer Sheet Metal Replacement Panels you install or have installed on your Infiniti vehicle should the purchased panels develop inside out rust-through corrosion perforation. Replacement sheet metal panels must be installed on vehicles owned and operated in the United States and Canada.

Nissan warrants that the replacement and refinishing of panels will be carried out at no cost subject to the limitations and exclusions listed below.

Nissan will pay for the cost of the repair, including parts, labor, paint, and supplies necessary to repair or replace the panels.

## EXCLUSIONS

This warranty becomes void when damage results from:

1. Accident, collision, faulty installation, or any alteration to the panel, panels, or vehicle that could be reasonably expected to affect the performance of the covered panel.

2. Environmental conditions, such as hail, lightning, or acid rain.
3. Vehicle neglect, abuse, or use of the vehicle for unintended purposes.
4. Stone chips, scratches, or other paint damage that lead to surface rust damage.
5. Cleaning and polishing chemicals, and solvents, including improper undercoating, or other rust prevention materials.

## TO OBTAIN WARRANTY SERVICE

The repair may be completed at an authorized Infiniti dealer collision repair shop or an independent collision repair shop that will install Genuine Infiniti replacement parts. Whether an Infiniti dealer collision repair shop or independent collision repair shop completes the repair, only authorized Infiniti personnel can approve a repair or replacement under the warranty.

The purchaser must present the warranty form, original receipts and/or work orders to an Infiniti dealer in order to invoke this warranty. The dealer will then authorize the replacement of the panels at an Infiniti dealer's collision repair shop, or an independent collision repair shop.

## LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

### EXTRA EXPENSES - LIMITATIONS OF DAMAGES

This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

<sup>1</sup> The actual warranty is provided with the product purchased and should be read carefully.

<sup>2</sup> For purposes of this warranty, "Nissan" indicates Nissan North America, Inc., P.O. Box 191, Gardena, California 90248-0191 which distributes Infiniti vehicles in the continental United States.

## BRIDGESTONE PASSENGER TIRE LIMITED WARRANTY\*

### ELIGIBILITY

You are covered under the terms of this warranty if you are the first retail purchase or authorized agent of the first retail purchaser of any new Bridgestone tire bearing the Bridgestone name and Department of Transportation (DOT) assigned identification number, produced after July 3, 1994 (274), and if your tire has been used only on the vehicle on which it was originally installed in non-commercial service and is of a size equivalent to or greater than that specified by the vehicle's manufacturer.

### WHAT THIS WARRANTY COVERS & FOR HOW LONG

If, (i) before wearing down to 2/32nds of an inch of tread depth remaining (i.e., worn down to the top of the built-in indicators in the tread grooves), (ii) before 6 years from the date of purchase (proof of purchase required), or (iii) before 6 years from the date of manufacture (whichever occurs first), any Bridgestone tire covered by this warranty becomes unusable for any reason within the manufacturer's control, such tire will be replaced with an equivalent Bridgestone tire on the basis set forth below.

### WHAT THE WARRANTY DOES NOT COVER

1. Tire damage or irregular wear due to:
  - A. Road Hazards.  
Including, without limitation, puncture, cut,

- impact break, bruise, bulge, snag, etc.
- B. Continued use while run flat or under acute under-inflation.
- C. Improper Use or Operation.  
Including, without limitation, improper inflation pressure, overloading, use of an improper rim, vehicle misalignment, tire/wheel assembly imbalance or other vehicle conditions, worn suspension components, improper mounting or demounting, misuse, misapplication, negligence, tire spinning, tire chain damage, chemical contamination, fire or other externally generated heat, water or other material trapped inside the tire during mounting, tire alteration, racing or competition purposes, improper insertion of sealant, balance or filler materials.
- D. Improper Repair.
2. Ride disturbance claims submitted after 1/32nd inch of treadwear or for 4 or more tires from the same vehicle.
3. The cost of applicable federal, state, and local taxes.
4. Tires purchased and normally used outside the continental United States.
5. Claims for weather/ozone cracking after 4 years from the date of purchase (proof of purchase required) or if not known, 4 years from the date of manufacture.

6. Failure to observe any of the safety and maintenance precautions contained in the "Important Tire Safety Information" section of this booklet.

This warranty is in addition to and/or may be limited by any other applicable written warranty concerning special tires or situations you may have received.

### "LIMITED WARRANTY" Bridgestone Brand Passenger & Light Truck Tires REPLACEMENT PRICE

Radial passenger and light truck tires adjusted under this warranty will be replaced free of charge during the first 25% of treadwear or within the first 12 months after purchase (Proof of Purchase and Purchase Date are required), whichever occurs first.

During the free replacement period, mounting and balancing are included free of charge.

After the free replacement period, to determine the replacement price, the percent of used treadwear is multiplied by the owner-user's regular buying price. Taxes, mounting, balancing, and other service charges will be added to the adjustment replacement price.

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\* This Limited Warranty applies to all Bridgestone passenger tires except "run-flat-technology" tires (see page 21).

## BRIDGESTONE PASSENGER TIRE LIMITED WARRANTY\*

IN CANADA, the tire will be adjusted at dealerships (subject always to dealer discretion) at a predetermined "Adjustment Price."

*Replacement Warranty.* If you receive a tire under this warranty, it will be covered by the warranty then given on that tire.

*Where to go.* See your Bridgestone retailer listed in Yellow Pages under Tire Dealers-Retail.

### CONSUMER RIGHTS

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and in Canada from province to province.

### CONDITIONS & EXCLUSIONS

TO THE EXTENT PERMITTED BY LAW, BRIDGESTONE/FIRESTONE, INC. DISCLAIMS LIABILITY FOR ANY CONSEQUENTIAL DAMAGES, LOSS OF TIME, OR LOSS OF VEHICLE USE, OR INCONVENIENCE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty applies only to consumers actually using the tire in the United States and Canada. For warranty conditions outside the United States and Canada, see your local Bridgestone distributor.

Obligations under this policy may not be enlarged or altered by anyone.

*Important:* In accordance with Federal Law, this warranty has been designated as a "Limited Warranty." Nothing in this warranty is intended to be a representation that tire failures cannot occur. This warranty is given by Bridgestone/Firestone, Inc., One Bridgestone Park, Nashville, TN 37214 and in Canada by Bridgestone/Firestone, Canada, Inc., 5770 Hurontario St., Suite 400, Mississauga, Ontario, Canada L5R 3G5.

### OWNER-USER'S OBLIGATION

It is the owner-user's obligation to operate tires within tire load and specification limits and at cold air pressures specified by your vehicle manufacturer for load and speed according to individual tire size, type, and load capacity. It is also the owner-user's obligation to maintain proper alignment of wheels, and to maintain proper tire/wheel assembly balance.

In case of adjustment claim, owner-user must present the tire to a Bridgestone or Firestone retailer, complete and sign the customer section of the Bridgestone/Firestone, Inc. warranty claim form, and pay appropriate replacement price, taxes and service charges.

We strongly recommend that you have your Bridgestone or Firestone retailer inspect tires any

time you notice irregular or uneven treadwear or every 5,000 miles or at vehicle manufacturer's recommended mileage, if sooner.

### THE WARRANTOR

The warrantor of Bridgestone\* tires is: Bridgestone/Firestone, Inc., ATTN: Technical Services, One Bridgestone Park, Nashville, TN 37214.

For Customer Assistance:  
1-800-847-3272 (Nationwide)

**Note:** For your convenience, your nearest authorized Infiniti dealership will also assist you with your Tire Service Requirements.

### SAFETY INFORMATION

Any tire, no matter how well constructed, may fail in use as a result of punctures, impact damage, improper inflation, overloading or other conditions resulting from use or misuse. Tire failure may create a risk of serious personal injury or property damage. To reduce risk of tire failure, we strongly recommend you read and follow all safety information contained in the "Important Tire Safety" Information section contained in this booklet, the tire placard in the vehicle or the "Owner's Manual."

\* This Limited Warranty applies to all Bridgestone passenger tires except "run-flat-technology" tires (see page 21).

# BRIDGESTONE RUN-FLAT TECHNOLOGY TIRE LIMITED WARRANTY\*

## ELIGIBILITY

You are covered under the terms of this warranty if you are the owner of any new Bridgestone Turanza EL42 RFT (Run-Flat Technology) tire bearing the Bridgestone name and the Department of Transportation (DOT) assigned identification number, and if your tire has been used only on the vehicle on which it was originally installed according to the vehicle manufacturer's or Bridgestone/Firestone recommendations.

## FREE REPLACEMENT

If any new Bridgestone Turanza EL42 RFT tire used in normal service conditions and in accordance with the manufacturer's warnings and instructions, covered by this warranty becomes unusable for any reason within the manufacturer's control, or as a result of a road hazard during the first 25% of useable tread wear or within the first 12 months from date of purchase (proof of purchase and purchase date required), whichever comes first, such tire will be replaced free of charge, (excluding taxes and disposal fee) with a new Bridgestone Turanza EL42 RFT by an authorized Bridgestone/Firestone Run-Flat Certified Retailer. Mounting and balancing included.

## PRORATED ADJUSTMENT PERIOD

If after the first 25% of useable tread wear or after 12

months from the purchase date and before wearing down to 2/32nds of an inch of tread depth remaining (i.e., worn down to the top of the built-in indicators in the tread grooves) or before 5 years from date of purchase (proof of purchase required), or if this is not known, then 6 years from the date of manufacture, whichever occurs first, any Bridgestone Turanza EL42 RFT covered by this warranty becomes unusable for any reason within the manufacturer's control, or as a result of a road hazard tire and if the tire was in normal service and used in accordance with the manufacturer's warnings and instructions, the tire will be replaced at a price determined by multiplying the percentage of used tread wear times the Bridgestone retailer's then current regular selling price for the replacement tire(s). Taxes, mounting, balancing, and other service charges and tire disposal fee will be added to this price.

## WHAT THE WARRANTY DOES NOT COVER

1. Irregular wear or tire damage due to:
  - A. Failure of the low tire pressure monitoring system.
  - B. Improper use or operation. Including, without limitation, failure to maintain inflation pressure in the ordinary course, overloading, use of an improper rim, vehicle misalignment, wheel imbalance, improper brake adjustment,

worn suspension components, improper mounting or demounting, misuse, misapplication, negligence, tire spinning, tire chain damage, chemical contamination, fire or other externally generated heat, water or other material entrapped inside the tire during mounting, tire alteration, racing or competition purposes, tire sealants or balancing materials, failure to follow the manufacturer's instructions and warnings on the use and care of the tire.

2. Tire repair and any damage, irregular wear, or other problems after a tire is repaired;
3. Ride disturbance claims submitted after 1/32<sup>nd</sup> inch of tread wear and/or for four or more tires from the same vehicle;
4. Claims for irregular wear;
5. The cost of applicable federal, state, and local taxes and tire disposal fees;
6. Tires purchased and normally used outside the United States; Tires used in commercial service;
7. Claims for weather/ozon cracking after 4 years from date of manufacture; and
8. Failure to observe the maintenance and tire care instructions described elsewhere herein.

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\* See page 19 for Limited Warranty applicable to other Bridgestone tires.

# BRIDGESTONE RUN-FLAT TECHNOLOGY TIRE LIMITED WARRANTY\*

## “LIMITED WARRANTY” Provisions for Bridgestone Turanza EL42 RFT (Run-Flat Technology) Tires

**Replacement Warranty.** If you receive a tire under this warranty, the replacement tire will be covered by the warranty then in effect on that replacement tire.

**Where to Go.** Due to the special requirements of the Bridgestone Turanza EL42 RFT tire, you must return to a Bridgestone/Firestone Run-Flat Certified Retailer. Call toll-free 1-877-BFS-4RFT (1-877-237-4738) for the name of the nearest Bridgestone/Firestone Run-Flat Certified Retailer.

**Replacement Price in Canada.** In Canada, the tire will be adjusted at dealerships (subject always to dealer discretion) at a predetermined “Adjustment Price”.

## CONSUMER RIGHTS

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state and in Canada from province to province.

## CONDITIONS AND EXCLUSIONS

TO THE EXTENT PERMITTED BY LAW, BRIDGESTONE/FIRESTONE, INC. DISCLAIMS LIABILITY FOR ANY CONSEQUENTIAL DAMAGES, LOSS OF TIME, LOSS OF VEHICLE USE, AND INCONVENIENCE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

These warranties apply only to consumers actually using the tire in the United States. For warranty conditions outside the United States see your local Bridgestone distributor.

Obligations under the policy may not be enlarged or altered by anyone.

## OWNER-USER'S OBLIGATION

When making a claim, you must present proof of ownership, pay applicable service charges and taxes, complete and sign the customer section of the Bridgestone/Firestone Limited Warranty Claim form, and return the tire.

It is the owner-user's obligation to operate tires within load and specification limits and at cool air pressure specified by Infiniti for load and speed according to individual tire size, type and load capacity except during run-flat operations. It is the owner-user's obligation to maintain proper alignment of wheels, and to maintain proper tire/wheel assembly balance.

Proper tire care is necessary to obtain safe performance and maximum mileage and wear from a tire.

## THE WARRANTOR

The warrantor of Bridgestone\* RFT tires is: Bridgestone/Firestone, Inc., ATTN: Technical Services, One Bridgestone Park, Nashville, TN 37214

For Customer Assistance:  
1-800-847-3272

**Note:** For your convenience, your nearest authorized Infiniti dealership will also assist you with your Tire Service Requirements.

## SAFETY INFORMATION

Any tire, no matter how well constructed, may fail in use as a result of puncture, impact damage, improper inflation, overloading or other conditions resulting from use or misuse. Tire failure may create a risk of serious personal injury or property damage. To reduce risk of tire failure, we strongly recommend you read and follow all safety information contained in the “Important Tire Safety Information” section of this booklet, the tire placard in the vehicle, or the “Owner’s Manual”.

\* See page 19 for Limited Warranty applicable to other Bridgestone tires.



# DUNLOP PASSENGER TIRE LIMITED WARRANTY

## WHO IS ELIGIBLE?

You are eligible for the benefits of this Limited Warranty if:

- You are the owner or authorized agent of the owner of new Dunlop highway auto, light truck or temporary spare tires supplied as original equipment on your vehicle, and
- Your tires bear Department of Transportation prescribed tire identification numbers and your tires have been used only on the vehicle on which they were originally installed according to the vehicle manufacturer or Dunlop recommendations, and
- Your vehicle was purchased on or after March 1, 2003.

## WHAT IS COVERED AND FOR HOW LONG?

### FREE TIRE REPLACEMENT

Any Dunlop tire eligible under the provisions of this limited warranty and removed from service due to a covered warranty condition during the first 2/32" treadwear or 12 months from date of purchase, whichever occurs first, will be replaced with a comparable new Dunlop tire at no charge. Mounting and balancing are included. (Without proof of purchase, date of manufacture will be used to determine age.)

## TEMPORARY SPARE TIRES

Any Dunlop temporary spare tire eligible under the provisions of this limited warranty and removed from service due to a covered warranty condition during the first 50 percent of usable treadwear will be replaced with a comparable new Dunlop temporary spare tire at no charge, including mounting.

## PRORATED ADJUSTMENT

A tire not eligible for no-charge replacement that is removed from service due to a covered warranty condition will be replaced with a comparable new Dunlop tire on a prorated basis.

## HOW WILL PRORATED CHARGES BE CALCULATED?

Replacement price will be calculated by multiplying the tire's advertised retail selling price at the time of adjustment by the percentage of usable original tread that has been worn off. You pay for mounting, balancing and applicable taxes.

**Example:** If your disabled tire had an original 8/32" of usable treadwear and is worn to 4/32" usable tread remaining, you have used 50 percent and, therefore, must pay 50 percent of the current advertised selling price of the replacement tire. If the price of the new replacement tire is \$80, the cost to you would be \$40

plus any additional charges such as mounting, balancing and applicable taxes.

## WHAT IS A COMPARABLE TIRE?

A comparable new Dunlop tire may either be the same line of tire or, in the event that the tire is not available, a tire of the same basic construction and quality with a different side-wall or tread configuration. If a higher priced tire is accepted as replacement, the difference in price will be at an additional charge to you.

## ADDITIONAL PROVISIONS

A tire has delivered its full original treadlife and the coverage of this warranty ends when the treadwear indicators become visible (worn to 2/32"), or six (6) years from the date of original tire manufacture or new tire purchase date. (Without proof of purchase, date of manufacture will be used to determine age.)

Any replacement tire provided pursuant to this warranty will be covered by the Dunlop warranty in effect at the time of replacement.

## LIMITATIONS

This limited warranty is applicable only in the United States and Canada.

(cont'd next page...)

## DUNLOP PASSENGER TIRE LIMITED WARRANTY

### WHAT IS NOT COVERED BY THIS WARRANTY?

This limited warranty does not cover the following:

- Tires submitted for ride disturbance complaints that are worn beyond the first two thirty-seconds of an inch (2/32") tread depth.
- Dunlop does not warrant or give credit in any adjustment transaction for any kind of material added to a tire (e.g., tire fillers, sealants, balancing substances) after the tire leaves a factory producing Dunlop tires, nor will it adjust any tire that has failed as a result of adding such material.
- Irregular wear or damage due to mechanical condition of the vehicle, improper inflation, overloading, high speed spin-up, misapplication, misuse, negligence, racing, use of tire chains, improper mounting or demounting, improper repair, wreck, collision or fire.
- Road hazards (includes, but not limited to, punctures, cuts, snags, impact breaks, etc.).
- Any tire that after leaving a factory producing Dunlop tires has been intentionally altered to change its appearance (e.g., white inlay on a black tire, regrooving or siping).
- Tires with weather-cracking that were purchased more than four (4) years prior to presentation for adjustment or, if purchase date cannot be verified, manufactured more than four (4) years prior

to presentation for adjustment.

- Loss of time, inconvenience, loss of vehicle use, incidental or consequential damages.

### WHAT ARE YOUR LEGAL RIGHTS?

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. No representative or dealer has authority to make any representation, promise, or agreement on behalf of Goodyear Dunlop Tires North America, Ltd. (GDTNA), except as stated herein.

Any tire, no matter how well constructed, may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer. Under no circumstances is this warranty a representation that a tire failure cannot occur.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state and in Canada province to province.

### HOW DO YOU OBTAIN AN ADJUSTMENT?

- A. You must present the tire to be adjusted to an authorized Dunlop service facility. Tires replaced on an adjustment basis become the property of Goodyear Dunlop Tires North America, Ltd. or Goodyear Canada Inc.

- B. You must pay for taxes and any additional services you order at the time of adjustment.
- C. You must submit your claim on a GDTNA claim form supplied by an authorized Dunlop service facility. The form must be filled out completely and signed by you, the owner of the tire presented for adjustment, or your authorized agent.

### TIRE CARE AND MAINTENANCE GUIDE

The easiest way to help ensure satisfactory mileage and performance from your Dunlop tires is to give them a simple but frequent inspection for proper inflation, even treadwear, and the presence of any damage.

### DO MAINTAIN PROPER INFLATION PRESSURE IN YOUR TIRES

Proper inflation pressure is necessary for optimum tire performance, safety and fuel economy. To maintain proper inflation pressure, frequently check tires (when they are cool) with an accurate tire pressure gauge.\*

For example, it is difficult to tell just by looking at radial tires whether they are underinflated.

## DUNLOP PASSENGER TIRE LIMITED WARRANTY

Furthermore, when operating a vehicle equipped with radial tires, it is difficult to notice when a tire has gone flat or nearly flat since the “feel” of the vehicle does not change significantly.

**\*Evidence of air loss or repeated underinflation always requires expert inspection to determine the source of leakage and tire removal to determine repairability.** To avoid injury, **NEVER** attempt to reinflate a tire that has been run severely underinflated.

Progressive air loss may result from punctures, cuts, curbing, impacts or partial bead unseating. Some fitment causes for air loss are (1) incomplete bead seating, (2) bead tearing caused by a machine tool due to insufficient lubrication or improper adjustment, (3) leaking valve core or rubber valve components. These should be replaced when problems are detected and whenever tires are replaced.

**Always maintain inflation pressure at the level recommended by the vehicle manufacturer as shown on the vehicle placard or in the owner’s manual:**

Underinflation is the leading cause of tire failure and may result in severe cracking, component separation or “blowout.” It reduces tire load capacity, allows

excessive sidewall flexing and increases rolling resistance, resulting in heat and mechanical damage. Maintaining proper inflation pressure is the single most important thing you can do to ensure tire durability and maximum treadlife.

Overinflation increases stiffness, which may deteriorate ride and generate unwanted vibration. Overinflation also increases the chances of impact damage.

### **DON'T OVERLOAD YOUR VEHICLE**

Check your vehicle owner’s manual to determine the load limits. Overloading your vehicle places stress on your tires and other critical vehicle components. Overloading a vehicle can cause poor handling, increased fuel consumption and may cause tire failure.

Never fit your vehicle with new tires that have less load capacity than shown on the vehicle tire placard and remember that optimum rim width is important for proper tire load distribution and function.

The maximum load capacity stamped on the sidewalls of P-Metric tires is reduced by 10 percent when used on a light truck, utility vehicle or trailer. Never fit P-Metric tires to light trucks that specify LT-type replacement tires.

### **DON'T SPIN YOUR TIRES EXCESSIVELY**

Avoid excessive tire spinning when your vehicle is stuck in snow, ice, mud or sand. The centrifugal forces generated by a free-spinning tire/wheel assembly may cause sudden tire explosion resulting in vehicle damage and/or serious personal injury to you or a bystander. Never exceed 35 mph/60 km/h as indicated on your speedometer. Use a gentle backward and forward rocking motion to free your vehicle for continued driving. Never stand near or behind a tire spinning at high speed as, for example, while attempting to push a vehicle that is stuck or when an on-the-car spin balance machine is in use.

### **DO CHECK YOUR TIRES FOR WEAR**

Always remove tires from service when they reach two thirty-seconds of an inch (2/32") remaining tread depth. All new tires have treadwear indicators which appear as smooth banks in the tread grooves when they wear to the two thirty-seconds of an inch (2/32") level. Many wet weather accidents result from skidding on bald or nearly bald tires. Excessively worn tires are also more susceptible to penetrations.

### **SIDEWALL TREATMENTS**

Dunlop sidewalls are specially compounded to resist ozone cracking or weather-cracking.

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## DUNLOP PASSENGER TIRE LIMITED WARRANTY

Use a mild soap solution to clean sidewalls, white striping or lettering, and rinse off with plain water. Instruct service per-sonnel and customers never to apply any other material to enhance sidewall appearance. These may degrade rubber and remove inherent ozone resistance.

### **DO CHECK YOUR TIRES FOR DAMAGE**

Frequent inspection of your tires for signs of damage and their general condition is important for safety. If you have any questions, have your tire dealer inspect them. Impacts, penetrations, cracks, knots, bulges, or air loss always require tire removal and expert inspection. Never perform a temporary repair or use an innertube as a substitute for a proper repair. Only qualified persons should repair tires.

### **PROPER TIRE REPAIR**

**NOTE:** Dunlop does not warrant any inspection or repair process. The repair is entirely the responsibility of the repairer and should be made in accordance with established Rubber Manufacturers Association (RMA) procedures.

### **DON'T ATTEMPT TO MOUNT YOUR OWN TIRES**

Serious injury may result from explosion of tire/rim assembly due to improper mounting procedures. Follow tire manufacturer's instructions and match tire diameter to rim diameter. Mount light truck radials on

rim approved for radial service. Do not apply bead sealer. This can inhibit bead seating. Lubricate beads and tire rim (including tube or flap) contact surfaces. Lock assembly on mounting machine or place in safety cage. **STAND BACK** and never exceed 40 psi to seat beads. Never use a volatile substance or a rubber "donut" (also known as a bead expander or "O-Ring") to aid bead seating. Only specially trained persons should mount tires.

### **DON'T MIX TIRES OF DIFFERENT SIZES AND TYPES ON THE SAME AXLE**

For optimum handling and control, Dunlop recommends fitment of four (4) tires of the same type and size unless otherwise specified by the vehicle manufacturer.

### **FOLLOW THESE ADDITIONAL GUIDELINES:**

Fit newest tires on rear axle. If radials and non-radials must be fitted to the same vehicle, fit radials on rear axle. Never mix radials and non-radials on the same axle. When fitting snow tires or all-season tires to performance vehicles, always fit in sets for four. Do not fit tires with different speed ratings.

Use of lift kits with some vehicle/tire combinations can cause instability. When changing tire sizes, always consult dealer for optimum rim width and carefully check vehicle/tire clearances.

### **RETRADED TIRES**

Retreaded passenger and light truck tires are not warranted by Dunlop for any reason. Dunlop speed ratings and U.S. Department of Transportation test compliance certifications are voided for retreaded tires.

### **DO MAINTAIN VEHICLE SUSPENSION, WHEEL ALIGNMENT AND BALANCE AND ROTATE YOUR TIRES**

Lack of rotation, worn suspension parts, underinflation/over-inflation, wheel imbalance, and misalignment can cause vibration or irregular tire wear. Rotate your tires according to your vehicle manufacturer's recommendations or at maximum intervals of 6,000 miles/10,000 km.

### **LIGHTWEIGHT TEMPORARY SPARE TIRES IMPORTANT SAFETY INSTRUCTIONS**

- Limit vehicle speed when using the lightweight temporary spare tire to 50 mph/80 km/h or less.
- Check the inflation pressure before using and at least weekly. Maintain cold tire pressure in accordance with that molded on the tire sidewall or found in your vehicle owner's manual. When inflating or adding air to light-weight temporary spare tire, be very careful, since the smaller tire volume can gain pressure quickly. Leave valve core in place and add inflation air in short bursts.

## DUNLOP PASSENGER TIRE LIMITED WARRANTY

Check the pressure often with an in-line or hand gauge until the specified pressure is reached.

- The lightweight temporary spare tire may lower ground clearance when used. Reduce speed and avoid driving over large obstacles or through chuckholes and other road hazards.
- Check your car owner's manual for other special clearance precautions when using the lightweight temporary spare tire provided in your vehicle.
- Because your lightweight temporary spare tire was specifically designed for your car, it should not be used on any other vehicle.
- Do not use snow chains on your lightweight temporary spare tire. This could cause damage to your vehicle.
- Your lightweight temporary spare has very limited wear potential (up to 300 miles/500 km).
- In order to conserve tire treadlife, the lightweight temporary spare tire should be returned to your trunk as soon as the standard tire has been repaired or replaced. Never use the spare if treadwear indicator (TWI) bars are exposed or it is worn to the last 2/32" tread depth.
- Do not use your original equipment lightweight temporary spare tire on any other than its original equipment rim. The replacement lightweight temporary spare tire must match the original equip-

ment tire removed from your lightweight temporary spare rim. Check the tire for the lightweight temporary spare tire size marking designation and compare size markings with those found on both your original lightweight temporary spare and rim.

**NOTE:** Your original equipment lightweight temporary spare tire and rim combination is not the same size as the other tires and rims with which your vehicle is equipped. Standard tires, snow tires, conventional wheel covers or rim rings should not be fitted to your lightweight temporary spare tire rim or assembly.

- Improper mounting can cause tire/rim assembly explosion and serious injury. Tire Fitters: Follow tire manufacturer's instructions and match tire diameter to rim diameter. Mount the lightweight temporary spare tire only on a rim originally fitted with a temporary spare of the same size. Lubricate beads and rim contact surfaces. Lock assembly on mounting machine or place in a safety cage. **STAND BACK;** inflate in short bursts with extension hose, clip-on chuck on in-line gauge. Never exceed 40 psi to seat beads or use a volatile substance or a rubber "donut" to aid bead seating. Only specially trained persons should mount lightweight temporary spare tires.

Dunlop brand tires are serviced by The Goodyear Tire & Rubber Company and Goodyear Canada Inc. through authorized Dunlop outlets.

You must go to an authorized Dunlop outlet for replacement tires and all warranty service.

### THE WARRANTOR

The warrantor of Dunlop tires is Goodyear/Dunlop N.A. Limited at 1144 East Market Street, Akron, Ohio 44136-0001

### FOR SERVICE ASSISTANCE OR INFORMATION:

- FIRST CONTACT THE NEAREST DUNLOP RETAILER.
- IF ADDITIONAL ASSISTANCE IS REQUIRED:

IN THE UNITED STATES:

Call (800) 321-2136, or write:  
Goodyear/Dunlop Consumer Relations  
Dept. 728

1144 East Market Street, Akron, OH 44316-0001

IN CANADA:

Call (800) 387-3288, or write:  
Goodyear/Dunlop Consumer Relations Department  
450 Kipling Avenue  
Toronto, Ontario M8Z 5E1

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## DUNLOP PASSENGER TIRE LIMITED WARRANTY

### **SAFETY WARNINGS**

Serious injury or property damage may result from:

- **TIRE FAILURE DUE TO UNDERINFLATION/OVERLOADING:**  
Follow the owner's manual, tire placard in vehicle, or Important Tire Safety Information located in this booklet.
- **EXPLOSION OF TIRE/RIM ASSEMBLY DUE TO IMPROPER MOUNTING:**  
Only specially trained persons should mount tires.
- **FAILURE TO MOUNT RADIAL TIRES ON APPROVED RIMS.**
- **FAILURE TO DEFLATE SINGLE OR DUAL ASSEMBLIES COMPLETELY BEFORE DEMOUNTING.**
- **TIRE SPINNING ON SLIPPERY SURFACES SUCH AS SNOW, MUD, ICE, ETC. DO NOT SPIN TIRES IN EXCESS OF 35 MPH (55 KPH), AS INDICATED ON THE SPEEDOMETER. PERSONAL INJURY AND SEVERE DAMAGE MAY RESULT FROM EXCESSIVE WHEEL SPINNING, INCLUDING TIRE DISINTEGRATION OR AXLE FAILURE.**

# GOODYEAR PASSENGER TIRE LIMITED WARRANTY

## ELIGIBILITY

You are eligible for the benefits of this policy if you are the owner or authorized agent of the owner of new Goodyear highway auto tires bearing Department of Transportation prescribed tire identification numbers, and if your tires have been used only on the vehicle on which they were originally installed according to the vehicle manufacturer's recommendations.

## COVERAGE (REPLACEMENT FREE)

Any new Goodyear highway radial auto tire covered by this policy, that does not deliver satisfactory highway service due to a workmanship or material related condition (see Adjustment Policy Limitations) during the first 25% of usable treadwear, or twelve months from date of purchase, whichever comes first, will be replaced with a comparable new Goodyear tire without charge. Mounting and balancing are included.

Any Goodyear temporary spare tire that does not deliver satisfactory highway service due to a workmanship or material related condition during the first 50% of usable tread depth (1/32 of an inch) will be replaced with a comparable new Goodyear temporary spare tire without charge. Mounting is included. After the first 50% of usable treadwear, you pay only an adjustment charge for the treadwear received, plus any mounting charge.

## COVERAGE (PRORATED ADJUSTMENT)

Tires not eligible for no charge adjustment that do not deliver satisfactory service due to a workmanship or material related condition will be replaced with comparable new Goodyear tires on a pro rata basis. The replacement price will be calculated by multiplying the current Goodyear "predetermined price for adjustment" or current advertised price at adjustment location (whichever is lower) by the percentage of usable original tread that has been worn off at the time of the adjustment. You pay for mounting, balancing, and an amount equal to the full current Federal Excise Tax applicable to the comparable new replacement tire.

The "predetermined price for adjustment," available at all Goodyear Auto Service Centers and participating dealers, fairly represents the actual regular retail selling price of the comparable tire at the time of adjustment. If a "predetermined price for adjustment" is not available, adjustment will be based on the price at which you are entitled to buy at the time of adjustment.

A tire has delivered its full original tread life and this warranty ends when the treadwear indicators become visible, regardless of age or mileage.

## DEFINITION OF COMPARABLE TIRE

A "comparable" new Goodyear tire may either be the same line of tire or, in the event the disabled tire is out of production, the same basic construction and quality with different sidewall or tread configuration.

If a higher priced tire is accepted as replacement, the difference in price will be additional.

Any tire replacement under this warranty will be covered by the Goodyear warranty in effect at time of replacement.

## ADJUSTMENT POLICY LIMITATIONS

This limited warranty is applicable only in the United States and Canada.

No representative or dealer has authority to make any representation, promise, or agreement on behalf of Goodyear, except as stated herein.

The following are not covered by this policy:

- Goodyear does not warrant and will not give credit in any adjustment transaction for any kind of material added to the tire after leaving a Goodyear factory, nor will it adjust any tire which has failed as a result of adding any such material. (Example: Tire fillers, sealants, or balancing substances.)

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## GOODYEAR PASSENGER TIRE LIMITED WARRANTY

- Irregular wear or tire damage due to:
  - Road hazards (including punctures, cuts, snags, impact breaks, etc.).
  - Wreck, collision, or fire.
  - Improper inflation, overloading, high speed spinup, mis-application, misuse, negligence, racing, chain damage or improper mounting or demounting.
  - Mechanical condition of the vehicle.
  - Ride disturbance after the first 25% of usable treadwear or due to damaged wheels or any vehicle condition.
  - Temporary spare tires used on vehicle used in racing and on passenger cars in special applications, such as police pursuit service.
  - Any tire intentionally altered after leaving a Goodyear factory to change its appearance. (Example: White inlay on a black tire.)
  - Tires with weather cracking which were purchased more than four (4) years prior to presentation for adjustment. If you have no proof of purchase date, tires manufactured four (4) or more years prior to presentation are not covered.
  - Loss of time, inconvenience, loss of use of the vehicle or consequential damage.

Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitations or exclusion may not apply to you.

Any tire, no matter how well constructed, may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer. This warranty is not intended as a representation that a tire failure cannot occur.

### OWNER'S OBLIGATIONS

- a. You must present the tire to be adjusted to a Goodyear Auto Service Center or Goodyear Tire Dealer. (Please consult you telephone directory for locations.) Tires replaced on an adjustment basis become the property of The Goodyear Tire & Rubber Company.
- b. You must pay for taxes or any additional service you order at the time of adjustment.
- c. No claim will be recognized unless submitted on a Goodyear claim form (supplied by Goodyear dealer or Auto Service Center) completely filled out and signed by you, the owner of the tire presented for adjustment, or your authorized agent.

**Note:** For your convenience, your nearest authorized Infiniti dealership will also assist you with your tire service requirements.

### LEGAL RIGHTS

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### THE WARRANTOR

The warrantor of Goodyear tires is Goodyear/Dunlop N.A. Limited, 1144 E. Market Street, Akron, Ohio 44316.

For Customer Assistance:  
1-800-321-2136 (Nationwide)

### SAFETY WARNING

Follow safety precautions and instructions contained in the Owner's Manual, tire placard in the vehicle or the Important Tire Safety Information in this booklet. Disregarding tire safety information may result in tire failure or explosion causing serious personal injury or death.

## MICHELIN PASSENGER TIRE LIMITED WARRANTY

### WHAT IS COVERED

Each Michelin Passenger Tire supplied as original equipment on your new Infiniti vehicle which bears the Michelin name and complete DOT identification number.

### WHAT IS COVERED AND FOR HOW LONG

Michelin Passenger tires, used in normal service on the vehicle on which they were originally fitted and in accordance with the maintenance recommendations and safety warnings contained in the owner's manual and in the Important Tire Safety Information Section of this booklet, are covered by this warranty against defects in workmanship and material for the life of the original usable tread, or 6 years from the date of purchase, whichever comes first. At that time, all warranties, express or implied, are terminated. The usable tread is the original tread down to the level of the tread wear indicators - 2/32nds of an inch (1.6mm) of tread remaining. Date of purchase is documented by new vehicle registration or tire sales invoice. If no proof of purchase, coverage will be based on date of manufacture.

### WHAT IS NOT COVERED

Tires which become unserviceable due to:

- Road hazard injury (e.g., a cut, snag, bruise, impact damage, puncture, whether repairable or not);

- Incorrect mounting of the tire, tire/wheel imbalance, or improper repair;
- Underinflation, overinflation, improper maintenance or other abuse;
- Mechanical irregularity in the vehicle such as wheel misalignment resulting in uneven or rapid wear;
- Accident, fire, chemical corrosion, tire alteration, or vandalism;
- Ozone or weather cracking.

### WHAT MICHELIN WILL DO

#### Passenger Tires

A tire which becomes unserviceable due to a condition covered by this warranty will be replaced with a comparable new Michelin tire, free of charge, when 2/32nds of an inch (1.6mm) or less of the original tread is worn, (or 25% or less, whichever is most beneficial to the user) and within 12 months of the date of purchase. Mounting and balancing of tires is included. The cost of any other service charges or applicable taxes are payable by the user.

When more than 2/32nds of an inch of original tread has been worn (or more than 25%, whichever is most beneficial to the user) or after 12 months from date of purchase, the user must pay the cost of a comparable

new Michelin passenger tire on a pro-rata basis. The dealer shall determine the charge by multiplying the percentage of the original usable tread worn by the current actual selling price at the adjustment location or the price on the current Michelin Base Price List, whichever is lower.\* This List is based on a predetermined price intended to fairly represent the actual selling price of the tire. The cost of mounting, balancing and any other service charges of applicable taxes are payable by the user.

### WHAT THE CONSUMER MUST DO

When making a claim under the terms of this warranty, the consumer must present the tire to an authorized Michelin Dealer. To locate an Authorized Tire Dealer, check the yellow pages under "Tire Dealers - Retail."

The vehicle on which the tire was used should be available for inspection.

It is essential that you read and understand the safety and maintenance recommendations for your tires.

**Note:** For your convenience, your nearest authorized Infiniti dealership will also assist you with your tire service requirements.

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# MICHELIN PASSENGER TIRE LIMITED WARRANTY

## CONDITIONS AND EXCLUSIONS

THIS WARRANTY DOES NOT PROVIDE COMPENSATION FOR LOSS OF TIME, LOSS OF USE OF VEHICLE, INCONVENIENCE OR CONSEQUENTIAL DAMAGE.

TIRES PRESENTED FOR CLAIM REMAIN THE PROPERTY OF THE CONSUMER AND MICHELIN ACCEPTS NO RESPONSIBILITY FOR LOSS OF, OR DAMAGE TO, TIRES WHICH ARE IN THE CUSTODY OR CONTROL OF A MICHELIN TIRE DEALER FOR THE PURPOSES OF INSPECTION FOR WARRANTY ADJUSTMENT. IN THE EVENT OF A DISPUTED CLAIM, THE CONSUMER MUST MAKE THE TIRE AVAILABLE FOR FURTHER INSPECTION.

NO MICHELIN REPRESENTATIVE, EMPLOYEE OR DEALER HAS THE AUTHORITY TO MAKE OR IMPLY ANY REPRESENTATION, PROMISE OR AGREEMENT, WHICH IN ANY WAY VARIES THE TERMS OF THIS WARRANTY.

THIS WARRANTY APPLIES ONLY IN THE UNITED STATES AND CANADA.

## CONSUMER RIGHTS

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE AND PROVINCE TO PROVINCE.

## SAFETY MAINTENANCE INFORMATION

Read your vehicle owners manual, the information on the sidewall of your tires, the vehicle tire information placard and the Important Tire Safety Information section of this booklet for essential safety and maintenance information.

## THE WARRANTOR

The warrantor of Michelin Tires is Michelin North America, Inc. 1 Parkway South, P.O. Box 19001, Greenville, South Carolina 29602-9001.

For Customer Assistance:

1-800-TIRE HELP (800-847-3435) - Continental U. S.

1-907-276-2617 - Alaska

1-800-461-8473 - Canada (outside Quebec)

1-800-565-7638 - Canada (Quebec)

## DANGER

Disregarding any of the safety precautions and instructions contained in the Owner's Manual or the Important Tire Safety Information in this booklet may result in tire failure or explosion causing serious personal injury or death.



## IMPORTANT TIRE SAFETY INFORMATION\*

Any tire, no matter how well constructed, may fail due to improper maintenance or service factors. This could create a risk of property damage and serious or fatal injury. Disregarding any of the safety precautions and instructions contained in this manual may result in tire failure or explosion causing serious personal injury or death. For your safety, comply with the following:

### TIRE INFLATION

Keep tires inflated to the pressures recommended on the tire data placard. (See your Owner's Manual for location.) These inflation pressures must be maintained as a minimum. However, do not exceed the maximum pressure rating indicated on the tire sidewall.

CHECK INFLATION PRESSURES ON ALL YOUR TIRES, INCLUDING THE SPARE, WHEN TIRES ARE COLD, AT LEAST ONCE A MONTH BEFORE DRIVING

Failure to maintain correct inflation may result in improper vehicle handling and may cause rapid and irregular tire wear, sudden tire destruction, loss of vehicle control and serious personal injury. Therefore, inflation pressures should be checked at least once a month and always prior to long distance trips.

Pressures should be checked when tires are cold. The tires are cold when your vehicle has been driven less than a mile at moderate speed after being stopped for three or more hours.

### CHECKING PRESSURE WHEN TIRES ARE HOT

If you must add air when your tires are hot, add four pounds per square inch (psi) (28kPa) above the recommended cold air pressure. Recheck the inflation pressure when the tire is cold.

For Example Only:

Gauge reading of hot tire: 32psi

If recommended pressure is: 30psi

Desired gauge reading of hot tire  $30 + 4\text{psi} = 34\text{psi}$

Check cold pressures as soon as possible, at least by the next day. Never "Bleed" air from hot tires as your tire will be underinflated. Use an accurate tire gauge to check pressures. Never allow children to air up tires.

DRIVING ON ANY TIRE THAT DOES NOT HAVE THE CORRECT INFLATION PRESSURE IS DANGEROUS.

For replacement tires, the correct inflation pressure will be provided by your tire dealer, if not, refer to the vehicle decal.

Underinflation produces extreme flexing of the sidewalls and builds up heat which may result in sudden tire destruction and serious personal injury. Overinflation can cause the tire to be more susceptible to impact damage.

### LOAD LIMITS

DO NOT OVERLOAD. DRIVING ON ANY OVERLOADED TIRE IS DANGEROUS. Never load your tires beyond the load carrying limits molded into the sidewall of the tires or the maximum vehicle load limit as shown on the vehicle tire data placard, whichever is less. Overloading causes heat to build up which can lead to sudden tire failure and serious personal injury.

### SPEED LIMITS AND SPEED RATED TIRES

HIGH SPEED DRIVING CAN BE DANGEROUS. Never operate your vehicle in excess of lawful speeds or the maximum speeds justified by the driving conditions. Excessive speeds or racing can cause heat buildup in a tire leading to possible failure and serious personal injury.

\*Provided by and published at the request of the tire manufacturers/warrantors.

## IMPORTANT TIRE SAFETY INFORMATION\*

### **Correct inflation pressure is especially important.**

However, at high speeds, even with the correct inflation pressure, a road hazard, for example, is more difficult to avoid and if contact is made, there is a greater chance of causing tire damage than at the lower speed. Moreover, driving at high speed reduces the reaction time available to avoid accidents and bring your vehicle to a safe stop. If you see any damage to a tire or wheel, replace it with your spare tire and see your tire dealer at once.

Tire speed ratings do not imply that a vehicle can be safely driven at the maximum speed for which the tire is rated. In addition, some damages or improper repairs may cause a speed-rated tire to lose its speed rating. Exceeding the tire's maximum speed rating will cause the tire to build up excessive heat which can cause tire damage that could result in sudden tire destruction and rapid air loss. Failure to control a vehicle with sudden air loss can lead to an accident. In any case, you should not exceed reasonable speeds as indicated by the legal limits and driving conditions.

**SPEED SYMBOLS** - are shown on the sidewall of some tires. The following table shows the maximum speed corresponding to the symbol.

SPEED RATINGS		
Speed Rating	Maximum km/Hr	Maximum mph
M	130	81
N	140	87
P	150	93
Q	160	99
R	170	106
S	180	112
T	190	118
H	210	130
V*	240	149
Z**	240	149

**\*Some V (or VR) rated tires may have a speed capacity of greater than 149 mph (240 km/h).**

*Consult your tire manufacturer for maximum speed ratings if your vehicle capability exceeds this speed.*

**\*\*Z (or ZR) rated tires are designed for use on cars with maximum speed capabilities in excess of 149 mph (240 km/h).** *Consult your tire manufacturer for maximum speed capabilities.*

*†Although a tire may be speed rated, we do not endorse the operation of any vehicle in an unsafe or unlawful manner. Speed ratings are based on laboratory tests which relate to performance on the road, but are not applicable if tires are underinflated, overloaded, worn out, damaged, altered, improperly repaired, or retreaded. Furthermore, tire speed ratings do not imply that vehicles can be safely driven at the maximum speed for which the tire is rated, particularly under adverse road and weather conditions or if the vehicle has unusual characteristics. Most highway passenger tires that do not have a speed symbol in the sidewall have a maximum speed rating of 105 mph. Light truck highway tires that do not have a speed symbol on the sidewall of the tire have a maximum speed of 87 mph. Some light truck tires may have higher maximum speeds; consult your tire dealer. The speed and other ratings of retreaded tires are assigned by the retreader and voids the original manufacturer's ratings.*

\*Provided by and published at the request of the tire manufacturers/warrantors.

## IMPORTANT TIRE SAFETY INFORMATION\*

**IMPORTANT:** In order to maintain the speed capability of the vehicle, replacement tires must have speed ratings equal to or higher than those fitted as original equipment (as indicated on the vehicle placard or owners manual). If tires with lower speed ratings are fitted, the speed capability of the vehicle will be lowered to the maximum speed capability of the replacement tire as indicated on the above table. Remember...High speed driving can be dangerous and may be damaging to your tires. And...When driving at highway speeds, correct inflation pressure is especially important.

Contact the manufacturer of your tires for their position and assistance on the repair of speed-rated tires. When you are replacing tires that have a speed rating, you must replace with tires of the same or higher speed rating if the speed capability of the vehicle is to be maintained.

### VISUAL INSPECTION

**INSPECT YOUR TIRES. DO NOT DRIVE ON A DAMAGED TIRE OR WHEEL.** Check your tires frequently for scrapes, bulges, separations, cuts, snags, cracks, penetrations or excessive localized wear from hard braking. Also check for abnormal tire wear particularly on the edges of the tire tread which may be caused by misalignment or underinflation. Impacts can damage the inner portion of the tire without being visible on the outside. If damage can be seen on the tires or wheels, or if you suspect that possible impact damage may have occurred, replace with spare at once and have your tire store or dealer inspect your tires

immediately. Use of a damaged tire could result in tire destruction. When inspecting your tires, including the spare, check your air pressures. If your pressure check indicates that one of your tires has lost pressure of two pounds or more, look for signs of penetrations, valve leakage, or wheel damage that may account for the air loss.

All tires will wear out faster when subjected to high speeds as well as hard cornering, rapid starts, sudden stops, frequent driving on roads which are in poor condition, and off-road use. Roads with holes and rocks or other objects can damage tires and cause misalignment of your vehicle. When you drive on such roads, drive on them carefully and slowly, and before driving again at normal or highway speeds, examine your tires for any damage, such as cuts, bulges, penetrations, unusual wear patterns, etc.

**WEAR BARS:** Tires contain "Wear-Bars" in the grooves of the tire tread which **show up when only 2/32nds of an inch (1.6mm) of tread is remaining. At this stage, your tires must be replaced. Tires worn beyond this stage are dangerous.**

### HAZARDS

Objects in the road that threaten a tire should be safely avoided. These objects are potholes, glass, metal, rocks, wood debris and the like. Unavoidable contact should prompt a thorough tire inspection. You may not always recall hitting an object that can damage or injure your tires. If while driving, your vehicle experiences any unusual vibration, ride disturbance or

noise and/or you suspect that possible damage to the tires or vehicle has occurred, **DO NOT JAM OR LOCK YOUR BRAKES!** Rather reduce your speed and drive with caution until you can safely pull off the road. Stop and inspect the tires. If the tire is underinflated or damaged, deflate, remove the tire and rim assembly and replace it with your spare. If you cannot detect a cause, have the vehicle towed to the nearest Infiniti dealer to have the vehicle inspected.

### REPAIRING, MOUNTING AND DEMOUNTING OF TIRES

**Do not attempt to repair, mount or demount a tire yourself.** Tire changing can be dangerous and must be done by professionally trained persons using proper tools and procedures as specified by the Rubber Manufacturers Association (RMA). **Follow these mounting recommendations.** Your tires should be mounted on wheels of correct size and type and which are in good, clean condition. Bent, chipped or rusted wheels may cause tire damage. The inside of the tire must be free from foreign materials. **Have your dealer check the wheels before mounting new tires.** Mismatched tires and rims can explode during mounting. Also, mismatched tires and rims can result in dangerous tire failure on the road. If a tire is mounted by error on the wrong-sized rim, do not remount it on the proper rim - scrap it. It may be damaged internally (which is not externally visible) by being dangerously stretched and could fail on the highway.

## IMPORTANT TIRE SAFETY INFORMATION\*

Old valves may leak. When new tubeless tires are mounted, have new valves of the correct type installed. Tubeless tires must be mounted only on wheels designed for tubeless tires, i.e., wheels which have safety humps or ledges.

Never perform a temporary repair, use an innertube or inject sealant as a permanent substitute for a proper repair. Only qualified persons should repair tires.

Be sure that all your valves have suitable valve caps. This will keep valve cores clean and clear and guard against leakage.

### REPAIRS

WHENEVER POSSIBLE, SEE A TIRE DEALER AT ONCE. *Some tire manufacturers do not warrant any inspection or repair process. The repair is entirely the responsibility of the repairer.* Punctures in the tread of a passenger tire which do not exceed 1/4 of an inch (6mm) in diameter can usually be repaired by following the Rubber Manufacturers Association (RMA) Passenger and Light Truck Repair procedures. *Contact the manufacturer of your tires for its position and assistance as to the acceptable location for a proper repair and the repair of speed rated tires.* **Do not use plug repairs. They may cause further damage to the tire. They are not always air tight and the plug may fail.** *Do not exceed posted speed limits on any repaired tire. Certain tire manufacturers speed*

*ratings are voided if the tire is repaired.*

Although a tire was properly repaired, internal structural damage resulting from the puncture may have occurred. Some time later the damage may cause the tire to be removed from service. If the tire has a puncture in the tread which exceeds 1/4 inch (6mm), the tire must be replaced. If any tire has sustained a puncture, have the tire inspected internally by a tire dealer for possible damage that may have occurred.

Improper mounting and inflation procedures can cause an explosion of the tire/rim assembly. Only specially trained persons should perform these tasks. Contact your tire store or dealer for assistance.

**CAUTION - Never, under any circumstance, introduce a flammable substance into a tire.**

### WHEEL ALIGNMENT AND BALANCING

Wheel alignment and balancing are important for safety and maximum mileage from your tires. Check how your tires are wearing at least once a month. If your tires are wearing unevenly, such as the inside shoulder of the tire wearing faster than the rest of the tread, or if you detect excessive vibration, your vehicle may be out of alignment or balance. These conditions not only shorten the life of your tires, but adversely affect the handling characteristics of your vehicle which could be dangerous. If you detect irregular wear or vibration, have your alignment and bal-

ance checked immediately. Tires which have been run underinflated will show more wear on the shoulders than in the center of the tread.

### HARD BRAKING

You must inspect your tires after any hard braking circumstances or after tires have slid on the pavement. This can cause a flat spot in a section of the tire tread.

### TIRE SPINNING

Never spin your tires above a speedometer reading of 35 mph (55 km/h) if your vehicle becomes stuck. The centrifugal force generated by the free spinning tire/wheel assembly may cause a sudden tire explosion; resulting in vehicle damage and/or serious personal injury or death. Never allow anyone to stand near or behind a tire spinning at high speed while attempting to push a vehicle that is stuck. When in mud, sand, snow, ice or other slippery conditions, do not indulge in excessive wheel spin. In such conditions, with automatic transmission vehicles, by accelerating the engine excessively, it is possible to spin one of the drive tires beyond its speed capability. This is also true when balancing a drive tire/wheel assembly using the engine of the vehicle to spin the wheel.

### TIRE TREAD

Tires must be replaced when the depth of the tread reaches 2/32 inch (1.6 mm). Tires are manufactured with tread wear indicators molded into the tire grooves which indicate tread wearout. As tires

\*Provided by and published at the request of the tire manufacturers/warrantors.

## IMPORTANT TIRE SAFETY INFORMATION\*

approach 2/32 inch (1.6 mm) wearout, the tread gauge becomes thinner and more vulnerable to the effects of road hazards. Also, worn tires are more subject to hydroplaning, which can cause loss of control. Therefore, visual tire inspection becomes more crucial as the tires wear out.

### WORN TIRES

Never drive on worn tires. Tires should be replaced by trained personnel when 2/32nds of an inch tread depth remains, as indicated by the tread wear indicators molded into the tread grooves. In most states, it is illegal to drive with less than 2/32nds of an inch of tread remaining.

### TIRE MIXING

For best performance *select tires similar in size and load rating to the original equipment tires*. It is recommended that the same size and type of tire be used on all four wheel positions. In certain tires, casing ply material and ply construction may vary as indicated on the sidewall of the tire. When changing or replacing tires, it is preferred that all four tires are the same construction type (i.e., High Performance, All Season, Mud & Snow) and construction (Radial or Bias Ply). Tires which meet the Rubber Manufacturer's Association (RMA) definition of mud and snow tires are marked M/S, M+S, M&S.

On such tires, this designation is molded into the sidewall. Tires without this notation are not recom-

mended for mud and/or snow driving.

Before mixing tires of different types on a vehicle in any configuration, be sure to check the vehicles owner's manual for its recommendations.

If snow tires are needed, it is necessary to select tires equivalent in size and load rating to the original equipment tires. Always fit performance snow tires in sets of four (4) for optimum mud and snow traction and maintenance of vehicle handling characteristics. If you do not, it may adversely affect the safety and handling of your vehicle. It is also important to check the vehicle owner's manual before mixing or matching tires on 4-wheel drive vehicles as this may require special precautions.

Please refer to your Owner's Manual for more information on tire replacement precautions.

### TIRE ROTATION

Tires on your Infiniti vehicle should be rotated every 7,500 miles or as irregular wear develops. If irregular wear becomes apparent or if the wear rate on the tires is perceptibly uneven, the tires should be rotated in such a way to alleviate the problem. Check your vehicle for any mechanical problems and correct if necessary. Any rotation pattern or procedure may be followed including those indicated in the Owner's Manual. Some tires have arrows on the sidewall showing the direction in which the tire should turn.

When rotating this type of tire, care must be taken to maintain the proper turning direction as indicated by the arrows. *Some vehicles have different tire sizes specified for front and rear axles. Tires on these vehicles should be rotated side to side.* Where a temporary type spare tire is available, it should not be included in the tire rotation schedule. Such tires are intended for temporary use only. Whenever only two tires are replaced, the new tires should be put on the rear axle *of vehicles equipped with the same size tire on all four wheel positions.*

### TRAILER TOWING

If you anticipate towing a trailer, you should see a tire dealer for advice concerning the correct size of tire and pressure. Tire size and pressure will depend on the type and size of the trailer and hitch utilized, but in no case must the maximum cold inflation pressure or the tire load rating be exceeded. Check the tire decal and your Owner's Manual for further recommendations on trailer towing.

### TIRE ALTERATIONS

Do not perform any alterations on your tires. Alterations may prevent proper performance, leading to tire damage, which can result in an accident. Tires which become unserviceable due to alterations such as truing, whitewall inlays, addition of balancing or sealant liquids, may be excluded from warranty coverage. Consult your tire warranty.

\*Provided by and published at the request of the tire manufacturers/warrantors.

## IMPORTANT TIRE SAFETY INFORMATION\*

### HIGH PRESSURE TEMPORARY SPARE TIRES

- 1) The high-pressure spare tire in your Infiniti vehicle is designed for temporary use only and must not be used continually as a regular tire. The standard tire should be repaired and/or replaced as soon as possible.
- 2) Avoid driving over obstacles that may damage the tire through impact or cutting, such as potholes, glass, metal, etc.
- 3) Speed must not exceed 50MPH (80km/h) for non-speed-rated temporary spare tires.
- 4) Temporary spare tires have a limited treadlife which can vary depending on road conditions and your driving habits. The spare tire should be returned to the trunk as soon as the standard tire can be repaired or replaced.
- 5) Because the high-pressure spare tire was specifically designed for your car, it should not be used on any other vehicle.
- 6) Do not use snow chains on your high-pressure spare. This could cause damage to your vehicle.
- 7) Check the tire's cold inflation pressure monthly and maintain at 60psi (4.2kg/cm<sup>2</sup>) even when not in use.

- 8) The high-pressure spare tire should not be used with any other rim nor should standard tires, wheel covers, or trim rings be used on the high-pressure spare tire rim which was originally installed.
- 9) When the tread wear indicator appears on the tire, replace it only with the same type spare tire.
- 10) Do not enter an automatic carwash with a temporary spare tire fitted.
- 11) Do not make a sharp turn or apply the brakes suddenly when driving on a high-pressure temporary spare.

**Note:** When using *any* temporary type spare tire, be sure to follow the vehicle Owner's Manual instructions.

### TIRE STORAGE

All tires should be stored in a cool dry place indoors so that there is no danger of water collecting inside them.

When tires are stored they should be stored in a cool place away from sources of heat and ozone such as hot pipes and electric generators. Be sure that surfaces on which tires are stored are clean and free from grease, gasoline or other substances which could deteriorate the rubber. (Tires exposed to these materials during storage or driving could be subject to sudden failure.)

### TO AVOID DAMAGE TO YOUR TIRES AND POSSIBLE ACCIDENT:

- Check tire pressure at least once a month when tires are cold and before long trips.
- Do not underinflate/overinflate.
- Do not overload.
- Drive at moderate speeds, observe legal limits.
- Avoid driving over potholes, obstacles, curbs or edges of pavement.
- Avoid excessive wheel spinning.
- If you see any damage to a tire, replace with spare and see the tire manufacturer's dealer or your Infiniti dealership.



## IMPORTANT TIRE SAFETY INFORMATION\*

### INFORMATION SPECIFIC TO YOUR BRIDGESTONE RUN-FLAT TIRES

#### SAFETY WARNING

When in “run-flat” mode, serious injury or death may result from:

- Tire failure due to excessive operation while running flat.
- Aggressive driving, or driving at speeds greater than 55 mph and/or distances greater than 50 miles.
- Tire failure preceded by vibration. If the vehicle begins to vibrate, gradually reduce speed and stop at a safe location. Tire must be replaced before proceeding.
- Handling tire immediately following run-flat operation. Due to the significant amount of heat generated, allow tire to cool before handling.
- Tire or system failure due to service performed by anyone other than specially trained personnel. For assistance, contact Bridgestone/Firestone at 1-800-847-3272 or your Infiniti dealer. Call 1-800-662-6200 for the location of your nearest Infiniti retailer.

### CARE OF YOUR RUN-FLAT TIRES

Because of the unique, state-of-the-art technology in your run-flat tires, the low pressure warning system, and the Infiniti wheel on which they are mounted, it is important that you return to your Infiniti dealer or Bridgestone/Firestone Certified Run-Flat retailer service center for each of the following:

- Any tire problem.
- Tire rotation.
- Tire replacement. We recommend that you not mix run-flat tires with conventional non-run-flat tires as the handling characteristics of run-flat tires and conventional tires are different. Clearly you will not have the run-flat capability with the conventional tires.
- Any problems with the low tire pressure warning system.

#### SAFETY WARNING

Your run-flat tires are designed for limited operation in a run-flat mode. The tires are not designed for continual or repeated driving with air pressure below that recommended by Infiniti. In that situation, your tires will get overheated. This can cause premature failure of your run-flat tires that could lead to serious personal injury or death.

### TIRE REPAIRS

Your Bridgestone run-flat tires should not be repaired. If they are damaged, they should be replaced by your Bridgestone/Firestone Run-Flat Certified Retailer under the terms of the Bridgestone/Firestone Run Flat Tire Warranty or by your Infiniti dealer.

For further information, the Consumer Tire Guide on passenger tire care, safety and mileage performance is available in the United States by writing the Tire Industry Safety Council, Box 1801, Washington, D.C. 20013.

\*Provided by and published at the request of the tire manufacturers/warrantors.

# INFINITI TOTAL OWNERSHIP EXPERIENCE® Benefits

## ROADSIDE ASSISTANCE

As part of the **Infiniti Total Ownership Experience®**, Roadside Assistance is available to you, 24 hours a day, 365 days a year, for emergency roadside assistance should the need arise for any of the following items:

- Mechanical Breakdown
- Flat Tire
- Dead Battery
- Accident/Collision (One-way tow – loaner vehicle not included)
- Out of Gas
- Lock-out service

All Roadside Assistance services are provided exclusively by Cross-Country Motor Club, Inc., Boston, Massachusetts 02155, except in Alaska, California, Oregon, Wisconsin and Wyoming, where services are provided by Cross-Country Motor Club of California, Inc., Boston, Massachusetts 02155.

### HOW TO USE ROADSIDE ASSISTANCE

Should one of the disablements listed above occur, simply call the toll free number, 1-800-662-6200, and advise the Roadside Assistance Representative of your name, the vehicle identification number (VIN) of your car, your location, and the nature of the problem. (When travelling in Canada call 1-800-835-0221.) The

VIN can be found imprinted on a plate affixed to the upper dashboard on the driver's side of your Infiniti. The VIN is also printed on the permanent **Infiniti Total Ownership® Program** card which will be sent to you approximately 6 weeks after purchase of your new Infiniti.

### ON-SITE AND TOWING SERVICE

Depending on the type of vehicle problem you are experiencing, the Roadside Assistance Representative will determine the appropriate roadside assistance and/or flatbed (towing) service to be dispatched. In most cases, minor disablement services such as flat tire change, lock-out service, out-of-gas delivery, battery boost, etc., can be performed on-site so that you can be on the road again as soon as possible. There is no charge for the dispatch of on-site or towing service. Any charges for the replacement of keys, gas or non-warranty items will be your responsibility at the time of the repair or service.

Whenever possible, flatbed (towing) service will be dispatched for mechanical disablements or accident/collisions which render the vehicle inoperative. There is no charge for the towing service. Roadside Assistance will arrange to transport the vehicle to the nearest Infiniti dealer, if one is located within 250

miles, or to another authorized alternate service facility. Warranty covered repairs will be provided for under the terms of the applicable express Infiniti limited warranty. However, any non-warranty or accident/collision repairs will be your responsibility.

**Note:** You may be required to sign a receipt at the time of disablement to acknowledge receipt of the Roadside Assistance service rendered.

### EMERGENCY TRAVEL EXPENSE/TRIP INTERRUPTION BENEFITS

If you experience a mechanical breakdown more than 100 miles from your primary residence, you may be eligible for the following reasonable trip interruption benefits:

- Meals
- Lodging
- Substitute transportation
- Costs to reunite the vehicle and owner, after warranty repairs have been completed.

The Roadside Assistance Representative, (toll free number 1-800-662-6200), will explain Emergency Travel Expense/Trip Interruption benefits in detail and provide authorization of appropriate benefits. (When travelling in Canada, call 1-800-835-0221.) In some

## INFINITI TOTAL OWNERSHIP EXPERIENCE® Benefits

situations you may be required to pay for these benefits initially. If so, the representative will provide instructions for reimbursement procedures. You must keep records of these expenses and submit them upon request. Emergency Travel Expense/Trip Interruption Benefits are not available for accident/collision and/or other non-warrantable disablements.

### COVERAGE

**Roadside Assistance is provided for all Infiniti vehicles from the date the vehicle is delivered to the first retail buyer or otherwise put into use, whichever is earlier, for a period of 48 months, without regard to mileage.**

Roadside Assistance is available to anyone operating the Infiniti vehicle with the authorization of the owner. [For purpose of Roadside Assistance benefits, "owner" includes the lessee of a leased vehicle.] These services are transferable with the resale of the vehicle for the time remaining on the original Infiniti new vehicle limited warranty coverage period. Roadside Assistance is available throughout the Continental United States and Canada.

### EXCLUSIONS

**Roadside Assistance is not a warranty and is not provided under any Infiniti or Nissan warranty, but is a service** which is provided to you as part

of the **Infiniti Total Ownership Experience®** to minimize any unforeseen vehicle operation inconvenience. Potential liability is expressly limited to the cost of the listed benefits and does not extend to incidental or consequential damages such as loss of use inconvenience, loss of pay, or commercial loss.

Roadside Assistance benefits exclude any costs related to repairs, parts replacement, labor, etc. which are incurred as a result of accident/collision, vehicle abuse, racing, vandalism or other items not covered by the Infiniti New Vehicle Limited Warranty. Also excluded are services for snow tires, repair to studs, mounting or demounting of snow chains, and any fines, fees or taxes which are associated with impound towing as a result of actual or alleged violation of any laws or regulations.

### SERVICE LOAN CAR PROGRAM

As part of **The Infiniti Total Ownership Experience®**, a participating Infiniti dealer will provide you with a complimentary Infiniti Service Loan Car when you present your Infiniti vehicle for warranty repair to a participating Infiniti dealer during the new vehicle limited warranty basic coverage period, subject to availability and the eligibility requirements listed below.

The Eligibility Requirements for Service Loan Car are as follows:

- Only available during the 4 years/60,000 mile Infiniti New Vehicle Limited Warranty basic coverage period.
- You must be 21 years of age or older with a valid U.S. driver's license.
- You must provide proof of primary insurance.
- You must schedule the service appointment in advance.\*
- Other restrictions apply to loan car including mileage use and days use limitations.\*\*

*\* Depending upon availability, exceptions to the service appointment requirement may be made in the event your vehicle is inoperable due to unexpected mechanical failure. In such a circumstance the participating Infiniti dealer will strive to provide you with a Service Loan Car if possible.*

*\*\* Ask your dealer for details.*

**Note:** This program is **NOT a warranty, and is NOT part of the Infiniti New Vehicle Limited Warranty**, but rather a benefit of The Total Ownership Experience®. This program is subject to change without notice at any time.

## INFINITI EXTENDED PROTECTION PLAN

### LONG TERM MECHANICAL PROTECTION FOR YOUR INFINITI...

For extra peace of mind, you can add Infiniti's own Extended Protection Plan which provides you with long term mechanical protection beyond expiration of the limited warranty applicable.

Backed by Nissan, and designed exclusively for Infiniti owners, this coverage is available from your Infiniti dealer with a variety of options to fit your driving needs. Repairs can be performed at participating Infiniti dealerships.

For details, please contact your authorized Infiniti dealer, or call us at:

**1-800-662-6200**

We'll send you complete information by return mail.



# MEMO





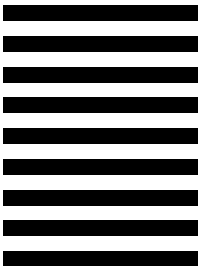


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NECESSARY  
MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS MAIL PERMIT NO. 133 GARDENA, CA

POSTAGE WILL BE PAID BY ADDRESSEE



NISSAN NORTH AMERICA, INC.  
PO BOX 191  
GARDENA CA 90248-9981



**PLEASE SEND ME ADDITIONAL INFORMATION ABOUT INFINITI'S EXTENDED PROTECTION PLAN**



**INFINITI®**

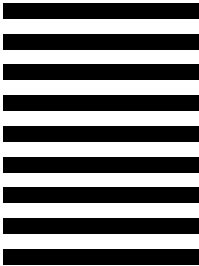
**EXTENDED PROTECTION PLAN**

_____	( _____ )	
Name	Evening Phone No.	
_____	( _____ )	
Address	Day Phone No.	
_____	_____	_____
City	State	Zip
_____	_____	_____
Model	Year	Purchase Date
_____	_____	_____
Dealer Name	City	State



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IN THE  
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**BUSINESS REPLY MAIL**  
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POSTAGE WILL BE PAID BY ADDRESSEE

INFINITI EXTENDED PROTECTION PLAN  
PO BOX 680  
GARDENA CA 90247-9987



## OWNER INFORMATION

Owner's Name

Address

City

State

Zip Code

## VEHICLE INFORMATION

Vehicle Identification Number

Date of Delivery

Mileage at Delivery

Miles

Selling Dealer Name

Address

City

State

Zip Code

## INFINITI EXTENDED PROTECTION PLAN INFORMATION

Policy No.

Expiration Date

Months of Coverage

Expiration Mileage

Infiniti Extended Protection Plan coverage must be confirmed. See your Agreement for details.

## ODOMETER REPLACEMENT

Date

Mileage

Miles

Dealer Name

Address

City

State

Zip Code

Note: Read this booklet carefully and keep it in your vehicle. Present it to an authorized Infiniti dealer when warranty service is required. It should remain with your vehicle when you sell it so subsequent owners will know of any remaining warranty coverage.

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2003

INFINITI WARRANTY INFORMATION BOOKLET

*Accelerating the future™*



INFINITI

# 2003 INFINITI WARRANTY INFORMATION BOOKLET

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## SUMMARY OF WARRANTY COVERAGE\*

24 Months 24,000 Miles	36 Months 50,000 Miles	48 Months 60,000 Miles	72 Months 70,000 Miles	84 Months 70,000 Miles	96 Months 80,000 Miles
Basic Coverage					
Corrosion Coverage (Perforation from Corrosion) **					
Powertrain Coverage ***					
Federal Emission Performance Warranty					
Federal Emission Defect Warranty					
Federal Emission Long Term Defect Warranty					
California Emission Performance and Defect Warranties					
California Emission Long Term Defect Warranty					

\* See the express terms of the applicable warranty printed elsewhere in this booklet, which terms control if there is a conflict with this chart.

\*\* Unlimited Mileage

\*\*\* 10 Years/ Unlimited Mileage on Seat belts

## INFINITI OWNER SATISFACTION AND ASSISTANCE

Both Infiniti and your Infiniti retailer are dedicated to serving all your automotive needs. Your complete satisfaction is our primary concern. Your Infiniti retailer is available to assist you with all your automobile sales, parts and service requirements.

If, however, a situation arises that you believe has not been addressed to your satisfaction, we ask that you take the following steps.

### STEP 1:

Discuss the situation with the dealership management. If a problem still exists, contact the dealership's owner. Your Infiniti retailer is best equipped to resolve the matter for you.

### STEP 2:

If the concern has still not been addressed to your satisfaction, please contact our Infiniti Consumer Affairs Department using our toll free number:

**1-800-662-6200**

The Consumer Affairs Department will ask for the following information:

- Your name, address, and telephone number
- Vehicle identification number (on dashboard and permanent Infiniti Total Ownership program card)
- Date of purchase
- Current odometer reading
- Your Infiniti dealership's name
- Details of the concern

Or you can write to Infiniti with the above information at:

INFINITI DIVISION  
Nissan North America, Inc.  
Consumer Affairs Department  
P.O. Box 47038  
Gardena, CA 90247-6838

### STEP 3:

In the event that you believe Infiniti has been unable to satisfactorily address the problem, a special automotive complaint resolution program called AUTO LINE is available to you. The AUTO LINE program is independently operated by the Council of Better Business Bureaus, Inc. (BBB).

For information about the BBB AUTO LINE in your area, please call us (Infiniti) at the same toll free number (1-800-662-6200). We will be happy to provide you with the address and phone number of your local BBB office or any other information about AUTO LINE.

Or you may contact the BBB at:

AUTO LINE  
Council of Better Business Bureaus, Inc.  
4200 Wilson Blvd.  
Arlington, Virginia 22203  
1 (800) 955-5100

If you call, the BBB staff will record the details of your complaint by telephone. They will ask for the same information as in Step 2.

The AUTO LINE program consists of two parts: mediation and arbitration. The AUTO LINE Staff will attempt to provide suggestions for resolving the problem during mediation. If a satisfactory resolution has not been achieved during mediation, you will have the opportunity to present your case personally before an impartial person or three person panel. This is the arbitration part of AUTO LINE. The arbitrator(s) will make a decision after the arbitration hearing.

## INFINITI OWNER SATISFACTION AND ASSISTANCE

The BBB must send you a final decision in your case within forty (40) days (plus 7 days, if you have not contacted Infiniti) unless you delay the process. If you accept the decision, it will be legally binding on you and Infiniti. If you do not accept the decision, it will not be legally binding on you or Infiniti. However, in some states, if the decision is not accepted, it may be introduced either by you or by Infiniti as evidence in a subsequent court action.

**Use of BBB AUTO LINE is generally completely voluntary. However, some states may specify that complaint resolution systems such as AUTO LINE that are sponsored by the manufacturer or distributor, and that comply with certain Federal regulations, must be used before you may use their state-operated complaint resolution systems or before you may file a lawsuit, or have certain other rights provided you by state law. In those states, Infiniti requires you first to apply to and utilize Auto Line in good faith prior to using these other remedies which may be available to you.**

AUTO LINE may not be available in all states. We, Infiniti, can provide you with information about the availability of AUTO LINE in your state, or call the AUTO LINE number listed above.

**ELIGIBILITY:** Infiniti vehicles less than four years old from date delivered to the first retail buyer or otherwise put into use, and with fewer than 60,000 miles, are eligible for the program.

### **ASSISTANCE OUTSIDE OF WARRANTY**

In support of our commitment to the "Total Ownership Experience," Infiniti may occasionally offer to pay or reimburse for part or all of the cost of making certain, specific repairs beyond or outside of the terms of the warranty for some specific vehicle models. (Some states refer to such programs as "adjustment programs"). In such circumstances Infiniti mails notices to all known registered owners of affected vehicles. You may additionally inquire of your authorized Infiniti dealer or of Infiniti directly at the number listed below of the applicability of such programs to your vehicle.

Infiniti may occasionally offer special assistance that may pay for part or all of vehicle repairs beyond the expiration of the limited warranty period on a case by case basis. Should you experience unusual difficulties

with your vehicle please discuss the situation with your retailer. If your retailer is unable to assist you, you may call the Infiniti Consumer Affairs Department at 1-800-662-6200 to discuss your concern. You will need to provide the Model, Model Year, VIN (Vehicle Identification Number), mileage, maintenance history, a detailed explanation of the concern, and why you believe that Infiniti should be responsible for the repair. Your request will be individually investigated and you will be informed of Infiniti's decision.

Please also review the "Supplement to the 2003 Infiniti Warranty Information Booklet & 2003 Owner's Manual" for important information concerning consumer rights in your state.

# 2003 NEW VEHICLE LIMITED WARRANTY

## WHO IS THE WARRANTOR

NISSAN<sup>1</sup> warrants all parts of your 2003 Infiniti vehicle supplied by Nissan, except for those listed under the caption "WHAT IS NOT COVERED."

## APPLICABILITY

- This warranty is provided to the original and subsequent owner(s) of an Infiniti vehicle originally distributed by Nissan which is originally sold by a Nissan authorized Infiniti dealership in the United States (excludes Hawaii), and which is registered and normally operated in the United States (including Alaska and Hawaii), the United States territories (specifically Guam, Saipan, American Samoa, Puerto Rico, and the U.S. Virgin Islands), and Canada.
- Your Infiniti vehicle is manufactured to meet U.S. regulations and environmental requirements. With the exception of privately owned vehicles belonging to members of the U.S. military or employees and officers of the United States Government stationed abroad, this warranty does not apply if an otherwise covered vehicle is operated in, or relocated to, a country other than those listed above under this caption, except that it continues to apply if the vehicle is operated in full compliance with its proper use as described in the applicable OWNER'S MANUAL<sup>2</sup> while touring outside of the United States, the U.S. territories or Canada for a period not exceeding sixty (60) consecutive days or sixty (60) days in any one 12 month period. This warranty applies to a relocated vehicle which is returned to, and is registered and normally operated in the United States, the U.S. territories or Canada, except for conditions due to the vehicle's foreign operation, e.g., use of inappropriate fuels or other fluids.

## THE WARRANTY BEGINS

The warranty period begins on the date the vehicle is delivered to the first retail buyer or put into service, whichever is earlier.

## FOR HOW LONG AND WHAT IS COVERED

### BASIC COVERAGE

- The basic coverage period is 48 months or 60,000 miles, whichever comes first.
- The warranty covers any repairs needed to correct defects in materials or workmanship of all parts and components of each new Infiniti vehicle supplied by Nissan except for those exclusions or items listed under the caption "WHAT IS NOT COVERED" or as indicated below.

### POWERTRAIN COVERAGE

- The Powertrain coverage period is 72 months or 70,000 miles, whichever comes first.
- This warranty covers any repairs needed to correct defects in material or workmanship.
- Powertrain coverage includes components listed below, supplied by NISSAN, except for those items listed under the caption "WHAT IS NOT COVERED."

**ENGINE** - Cylinder heads and block and all internal parts, rocker covers and oil pan, valve train and front cover, timing chain and tensioner, oil pump, water pump and fuel pump, fuel injectors, intake and exhaust manifolds, flywheel, seals and gaskets.

**TRANSMISSION AND TRANSAXLE** - Case and all internal parts, torque converter and converter housing, automatic transmission control module, transfer case and all internal parts, seals and gaskets, clutch cover and housing, and electronic transmission controls.

**DRIVETRAIN** - Drive shafts, final drive housing and all internal parts, propeller shafts, universal joints, bearings, seals and gaskets.

**RESTRAINT SYSTEM** - Air bags and related electronic control systems.

### CORROSION COVERAGE (PERFORATION FROM CORROSION)

Any body sheet metal panel supplied by Nissan found to have developed perforation (rust-through) due to corrosion in normal use is covered for 84 months, regardless of mileage, except for those items listed under "WHAT IS NOT COVERED." No additional rust proofing applications are required. Perforation is a condition in which any body sheet metal panel has cor-

roded from one surface to another.

### ORIGINAL EQUIPMENT BATTERY COVERAGE

The coverage period is 48 months or 60,000 miles, whichever comes first. A defective original equipment battery which is unserviceable within the first 12 months and 60,000 miles will be replaced free of charge. After 12 months but within 24 months and 60,000 miles, you will pay 25% of the replacement battery's suggested retail price plus applicable taxes. After 24 months but within 36 months and 60,000 miles, you will pay 50% of the replacement battery's suggested retail price plus applicable taxes. After 36 months but within 48 months and 60,000 miles, you will pay 75% of the replacement battery's suggested retail price plus applicable taxes. Nissan will pay the rest, including all labor to remove and replace the defective battery.

### TOWING COVERAGE

If your vehicle is inoperative due to the failure of a warranted part, towing service to the nearest authorized Infiniti dealer is covered for 48 months or 60,000 miles, whichever comes first.

### ADJUSTMENTS

Service adjustments not usually associated with the replacement of parts, such as wheel alignment, are covered only during the first 12 months or 12,000 miles, whichever comes first.

### REFRIGERANT RECHARGE ONLY

Refrigerant recharge not associated with the repair or replacement of a warranted part is covered only during the first 12 months, regardless of the mileage.

### NO CHARGE

Warranty repairs will be made at no charge for parts and/or labor (except for batteries and tires, in which case you may pay certain charges). **Any needed parts replacement will be made using genuine Nissan or Nissan approved new or remanufactured parts approved by Nissan for use on Infiniti vehicles.**

### OBTAINING WARRANTY SERVICE

- You must take the vehicle to an authorized Infiniti dealer in

<sup>1</sup> NISSAN indicates Nissan North America, Inc., P.O. Box 191, Gardena, California, 90248-0191 which distributes Infiniti vehicles in the Continental United States.

<sup>2</sup> See the owner's manual for information relevant to proper operation of the vehicle, including the recommended fuels and fluids.



## 2003 NEW VEHICLE LIMITED WARRANTY

the United States or Canada during regular business hours at your expense in order to obtain warranty service. The names and addresses of authorized Infiniti dealers are listed in telephone directories.

- If you require warranty service outside of the United States (see terms under caption "APPLICABILITY"), contact an Infiniti dealer in that country. Note that complaints related to failure to comply with proper use of the vehicle as described in the applicable OWNER'S MANUAL (including the lack of availability or use of proper fuel and fluids), or the vehicle's lack of compliance with local regulations or environmental requirements of any country (other than the U.S., the listed U.S. territories or Canada) are not covered by this warranty.

### MAINTENANCE AND RECORDS

As a condition of this warranty, you are responsible for properly using, maintaining and caring for your vehicle as outlined in your Owner's Manual, and of maintaining copies of all maintenance records & receipts for review by Nissan. Failure to do so is likely to result in the denial of warranty.

Evidence of the performance of the required maintenance should be kept and may need to be presented as proof of such maintenance in connection with related warranty repairs. To assist you in maintaining appropriate records, the Maintenance Log located in your Owner's Literature Kit can be used along with supporting repair invoices, receipts and other such records.

### WHAT IS NOT COVERED

#### DAMAGE, FAILURES OR CORROSION DUE TO ACCIDENTS, MISUSE OR ALTERATIONS

This warranty does not cover damage, failures or corrosion resulting from:

- Accident, theft, fire, driving through water (including engine water ingestion) or misuse. (Proper use is outlined in your OWNER'S MANUAL.)
- Alteration, tampering or improper repair.
- Glass breakage, unless resulting from defects in material or workmanship.

- Installation of non-Nissan approved accessories or components.
- Improper installation of any Nissan approved or aftermarket accessory or component.

#### ALTERED OR UNCERTAIN ODOMETER MILEAGE

This warranty does not cover repair of any vehicle or any part of a vehicle on which the odometer has been altered, or the odometer repaired or replaced, and the actual vehicle mileage cannot be correctly and readily determined.

#### SALVAGE TITLE

This limited warranty does not apply to any vehicle, and is rendered void if the vehicle is (or ever has been) issued a "salvage" or similar title under any state's law; or has ever been determined to be a "total loss" or equivalent by any insurance company, such as by payment of a cash payment of a claim in lieu of repairs because of a determination that the cost of repairs exceeded the actual cash value of the vehicle.

#### DAMAGE, FAILURES OR CORROSION FROM ENVIRONMENTAL CONDITIONS

This warranty does not cover damage, failures or corrosion resulting from:

- Stone chipping, chemical fallout, tree sap, salt, hail, windstorm, lightning, flood or other environmental conditions.
- The items listed below are not covered under corrosion coverage (perforation from corrosion)
  - Exhaust system components.
  - Corrosion other than perforation, such as cosmetic or surface corrosion due to defects in material or workmanship. This is covered under the Basic Coverage of the New Vehicle Limited Warranty.

#### DAMAGE, FAILURES OR CORROSION DUE TO LACK OF OR IMPROPER MAINTENANCE

This warranty does not cover damage, failures or corrosion resulting from:

- Lack of performance of proper maintenance services as outlined in your Owner's Manual.

- Use of improper or dirty fuel, fluids or lubricants.
- Use of parts not equivalent in quality or design to parts supplied by Nissan for use on Infiniti vehicles.

#### MAINTENANCE SERVICE EXPENSE

This warranty does not cover normal maintenance services as specified in your Owner's Manual such as wheel alignment, headlight aiming, replacement of filters, lubricants, coolant, worn clutch discs and brake pads.

#### SEAT BELTS, TIRES AND EMISSION CONTROL SYSTEM

Seat belts, tires and the emission control system are covered by separate warranties.

#### LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

#### EXTRA EXPENSES - LIMITATIONS OF DAMAGES THIS WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS LOSS OF THE USE OF THE VEHICLE, INCONVENIENCE OR COMMERCIAL LOSS.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

## 2003 INFINITI FEDERAL VEHICLE EMISSION CONTROL WARRANTIES

### EMISSION DEFECTS WARRANTY

#### WHAT IS COVERED

NISSAN<sup>1</sup> warrants that your vehicle was designed, built and equipped to conform at the time of sale with all applicable United States emission standards.

This warranty covers any repairs needed to correct defects in materials or workmanship which would cause your vehicle not to meet these standards.

#### WHAT IS COVERED UNDER THE DEFECTS WARRANTY

Covered components are listed below under the caption "WARRANTY PARTS LIST." Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES."

#### HOW LONG IS THE WARRANTY

This warranty is for 4 years or 60,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use, which-

ever is earlier. Additionally, the engine control module/onboard diagnostic device and catalytic converter(s) listed below and indicated by an "O" under the caption "Warranty Parts List" are covered for 8 years or 80,000 miles, whichever occurs first.

### EMISSIONS PERFORMANCE WARRANTY

#### WHEN DOES THIS WARRANTY APPLY

The Emissions Performance Warranty applies to your 2003 Infiniti vehicle ONLY when both of the following occur.

1. The vehicle fails to meet applicable emissions standards as judged by an emissions test approved by the Environmental Protection Agency (EPA).
2. This failure results or will result in some penalty to you, such as a monetary fine or the denial of the right to use your vehicle, under local, state or federal law.

For example, if your state requires an EPA approved yearly vehicle inspection before you receive a renewed license, this warranty applies to your vehicle. In areas where there is no approved test program, this warranty does not apply.

#### WHAT IS COVERED AND FOR HOW LONG UNDER THE PERFORMANCE WARRANTY

Nissan<sup>1</sup> warrants that it will remedy any non-conformity in your vehicle which causes it to fail an approved emissions test during the first 24 months or 24,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

Additionally, failure of an approved emissions test resulting from the failure of those parts listed below under the caption "Warranty Parts List" are covered by the Emissions Defects Warranty described above.

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES."

<sup>1</sup> NISSAN indicates Nissan North America, Inc., P.O. Box 191, Gardena, California 90248-0191 which distributes Infiniti vehicles in the continental United States.

# 2003 INFINITI FEDERAL VEHICLE EMISSION CONTROL WARRANTIES

## WHAT IS NOT COVERED UNDER EITHER THE DEFECTS OR PERFORMANCE WARRANTIES

These warranties do not cover:

1. Normal maintenance, service and parts replacement as outlined in the emissions control maintenance instructions of your Owner's Manual.
2. Failures directly as a result of:
  - Failure to perform required emission control maintenance as outlined in your Owner's Manual.
  - Misuse, accident or modification.
  - Improper adjustment or installation of parts during the performance of maintenance services.
  - Tampering with or disconnecting any part affecting vehicle emissions.
  - The use of contaminated fuel or fuel other than that specified in your Owner's Manual.
3. In the case of the Performance Warranty, the use of any part not certified in accordance with Federal requirements which is defective or not equivalent from an emissions standpoint to the original equipment part.
4. In the case of the Performance Warranty, costs of determining the cause of a vehicle failing an EPA approved emissions test if such failure is found

not to be covered.

5. In the case of the Defects Warranty, parts not supplied by Nissan or damage to other parts caused directly by non-Nissan parts.

## LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

### EXTRA EXPENSES - LIMITATIONS OF DAMAGES

These emissions warranties do not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THESE WRITTEN WARRANTIES.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

## WHAT YOU MUST DO

In order to obtain warranty service you must deliver the vehicle to an authorized Infiniti retailer in the United States at your expense.

You must also maintain your vehicle as outlined in the maintenance instructions in your Owner's Manual.

## WHAT NISSAN WILL DO

Warranty repairs will be made at no charge for parts and/or labor, including diagnosis and tax. Any needed parts replacement will be made using new or remanufactured parts.

## OTHER WARRANTY TERMS

### PERFORMANCE WARRANTY CLAIMS PROCEDURE

You may make a claim under the Performance Warranty immediately after the failure of an EPA approved emissions test. You must provide proof of this failure when making your claim.

You will be told whether Nissan will honor your claim within 30 days of the date you make the claim unless a shorter time period is required by law. If your claim is denied, Nissan will notify you in writing of the reason. If we do not notify you within this time period, we will repair your vehicle under this warranty at no cost to you.

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## 2003 INFINITI FEDERAL VEHICLE EMISSION CONTROL WARRANTIES

The time period for notification will not apply if you request a delay or a delay is caused by events not under the control of Infiniti dealers.

No claim will be denied under the Performance Warranty because you use a non-Nissan certified part but EPA certified part for maintenance or repair.

### MAINTENANCE SERVICE AND REPLACEMENT PARTS

Important information concerning maintenance service and replacement parts is on page 14 of this booklet.

### MAINTENANCE RECORDS

Receipts covering the performance of regular maintenance should be kept in the event questions arise concerning maintenance. The receipts should be transferred to subsequent owners.

### IF YOU HAVE QUESTIONS

You may obtain further information concerning these warranties by following the procedure outlined in the "INFINITI OWNER SATISFACTION & ASSISTANCE" section of this booklet. In the case of the Performance Warranty, you may also contact or report any violations to the Office of Transportation and Air Quality, Vehicle Compliance Programs Group, U.S. Environmental

Protection Agency, Ariel Rios Building (6405J), 1200 Pennsylvania Avenue, N.W., Washington, D.C. 20460

### OTHER OBLIGATIONS

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

### WARRANTY PARTS LIST

- Fuel injection system
- Engine control module/onboard diagnostic device
- Oxygen sensor(s)
- Mass air flow sensor
- Intake manifold
- Throttle body
- Catalytic converter(s)
- Exhaust manifold
- Exhaust tube from manifold to catalytic converter
- Camshaft position sensor(s)
- Crankshaft position sensor(s)
- Spark plugs, ignition coils and wires
- Evaporative emission control system
- Fuel filler neck restrictor and check valve
- Fuel tank and filler cap
- Positive crankcase ventilation system

- Exhaust gas recirculation (EGR) control system
- Hoses, clamps, fittings, tubing, sealing gaskets or devices, and mounting hardware used in above systems
- Vacuum and temperature sensitive valves and switches used in above systems
- Electronic sensors and controls used in above systems

**The Emission Performance or Defect Warranty may be subject to future governmental administrative action. Nissan reserves the right to change the terms of the warranty to be consistent with these actions. See your dealer for information regarding possible changes.**

○ = Long Term Federal Emission Parts covered for 96 months/or 80,000 miles.

## 2003 INFINITI CALIFORNIA VEHICLE EMISSION CONTROL WARRANTIES\*

The following statement is required to be provided by regulations of the California Air Resources Board.

### YOUR WARRANTY RIGHTS AND OBLIGATIONS

The California Air Resources Board is pleased to explain the emission control system warranty on your 2003 vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Nissan must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel-injection system, the ignition system, catalytic converter and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, Nissan will repair your vehicle at no cost to you including diagnosis, parts and labor.

### MANUFACTURER'S WARRANTY COVERAGE

For 4 years or 60,000 miles (whichever occurs first):

- 1) If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by Nissan to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.
- 2) If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Nissan. This is your short-term emission control system DEFECTS WARRANTY.

For 7 years or 70,000 miles (whichever occurs first):

If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Nissan. This is your long-term emission control system DEFECTS WARRANTY.

### OWNER'S WARRANTY RESPONSIBILITIES

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your Owner's Manual. Nissan recommends that you retain all receipts covering maintenance on your vehicle, but Nissan cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to an Infiniti retailer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that Nissan may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact Infiniti's Consumer Affairs Department at 1-800-662-6200 or the California Air Resources Board at 9528 Telstar Avenue, El Monte CA 91731.

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\* These warranties apply to all California emission 2003 Infiniti vehicles sold for registration as new vehicles in California, Massachusetts or Vermont only.

## 2003 INFINITI CALIFORNIA VEHICLE EMISSION CONTROL WARRANTIES

The following is Nissan's new vehicle emission control warranty statement for vehicles certified for sale in California and sold for registration as a new vehicle in California, Massachusetts or Vermont only.

### EMISSIONS DEFECTS WARRANTY

#### WHAT IS COVERED

NISSAN\* warrants that your vehicle was designed, built and equipped to conform with all applicable requirements of the California Air Resources Board. This warranty covers any part which affects applicable regulated emission(s).

\*Nissan indicates Nissan North America, Inc., P.O. Box 191, Gardena, California 90248-0191 which distributes Infiniti vehicles in the continental United States.

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED."

#### HOW LONG IS THE WARRANTY

This warranty is for 4 years or 60,000 miles, whichever occurs first. Additionally, the components listed under the caption "Long-Term Emission System Defects Warranty Parts List" are covered for 7 years or 70,000 miles, whichever occurs first, except that the catalytic converter(s) and engine control module (ECM) are warranted for 8 years or 80,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

Some items require scheduled replacement before 60,000 miles. These items are warranted only up to the replacement interval. The replacement intervals are outlined in the maintenance instructions in your Owner's Manual.

#### LONG-TERM EMISSION SYSTEM DEFECTS

##### WARRANTY PARTS LIST

- Intake manifold
- Intake manifold collector (Except I35, lower only)
- Throttle body
- Mass air flow sensor
- Engine control module
- EGI wiring harness
- Fuel tank
- Exhaust manifold(s) (I35 rear only)
- Front exhaust tube with catalytic converter (Except I35 and FX45)
- Catalytic converter
- Torque converter drive plate with integral crankshaft position signal plate
- Automatic transmission control module
- Flywheel with integral crankshaft position signal plate (G35 Coupe)
- Knock sensor
- Exhaust manifold with catalytic converter (M45, Q45 and FX45)

## 2003 INFINITI CALIFORNIA VEHICLE EMISSION CONTROL WARRANTIES

### EMISSIONS PERFORMANCE WARRANTY

#### WHEN DOES THIS WARRANTY APPLY

This warranty applies to your 2003 Infiniti vehicle only if it fails to pass a California "smog check" test or equivalent.

#### WHAT IS COVERED AND FOR HOW LONG

Nissan\* warrants that if your vehicle fails to pass a California "smog check" test, it will make the necessary repairs so that your vehicle will pass. This warranty is for 4 years or 60,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or the date it is first put in to service, whichever is earlier.

Exceptions to this warranty are listed below under the caption "WHAT IS NOT COVERED."

#### WHAT IS NOT COVERED

These warranties do not cover:

1. Normal maintenance, service and parts replacement as outlined in the emission control maintenance instructions of your Owner's Manual.
2. Failures directly as a result of:
  - Lack of performance of required emission control maintenance as outlined in your Owner's Manual.

- Misuse, accident or modification.
  - Improper adjustment or installation of parts during the performance of maintenance (non-warranty) services.
  - Tampering with or disconnecting any part affecting vehicle emissions.
  - The use of fuel other than that specified in your Owner's Manual or fuel with contaminants which the fuel filter is not designed to remove.
3. In the case of the Performance Warranty, the use of any non-Nissan part not certified in accordance with Federal requirements which is defective or not equivalent from an emissions standpoint to the original equipment part.
  4. In the case of the Defects Warranty, parts not supplied by Nissan or damage to other parts caused directly by non-Nissan parts.
  5. In the case of the Performance Warranty, costs of determining the cause of a vehicle failing a California "smog check" test if such failure is found not to be covered.

### LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

#### EXTRA EXPENSES - LIMITATIONS OF DAMAGES

These emissions warranties do not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THESE WRITTEN WARRANTIES.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

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## 2003 INFINITI CALIFORNIA VEHICLE EMISSION CONTROL WARRANTIES

### WHAT YOU MUST DO

In order to obtain warranty service you must deliver the vehicle to any authorized Infiniti retailer in the United States at your expense. You are responsible for the required maintenance on your vehicle as outlined in the maintenance instructions in your Owner's Manual. Nissan recommends that you retain all receipts covering maintenance on your vehicle, but Nissan cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

### WHAT NISSAN WILL DO

Warranty repairs will be made at no charge for parts and/or labor, including diagnosis and tax. Any needed parts replacement will be made using new or remanufactured parts.

### OTHER WARRANTY TERMS

#### PERFORMANCE WARRANTY CLAIMS PROCEDURE

You may make a claim under the Performance Warranty immediately after the failure of a "smog check" test. You must provide proof of this failure when making your claim in order to avoid additional "smog check" test charges.

You will be told whether Nissan will honor your claim within 30 days of the date you make the claim, unless a shorter time period is required by law. If your claim is

denied, Nissan will notify you in writing of the reason. If we do not notify you within this time period, we will repair your vehicle under this warranty at no cost to you. The time period for notification will not apply if you request a delay or a delay is caused by events not under the control of Infiniti retailers.

No claim will be denied under the Performance Warranty because you use a certified part for maintenance or repair.

#### MAINTENANCE SERVICE AND REPLACEMENT PARTS

Important information concerning maintenance service and replacement parts is on page 14 of this booklet. No warranty claim will be denied solely because a non-Nissan part was used for maintenance or repair.

#### CALIFORNIA VEHICLE INSPECTION PROGRAM

Under this program, if your vehicle fails a "smog check" test, you may choose to have diagnosis of the failure and repairs made at an Infiniti dealer or at another service facility. If the inspection failure is the result of a condition covered by these warranties, you must take your vehicle to an Infiniti retailer for warranty repairs. This includes parts, labor and diagnosis. You must pay for diagnostic costs if performed at another service facility except in the case of emergency repairs as outlined below.

You must pay for all diagnostic and repair costs of an inspection failure as required by law if the failure was caused by conditions not covered by these warranties. If the failure is the result of a combination of conditions, you must pay for only the diagnostic and repair costs related to items not covered by these warranties.

After the 4 years/60,000 mile performance warranty has passed, a "smog check" test failure due to a defect in a part which is warranted for 7 years/70,000 miles is covered.

#### EMERGENCY REPAIRS

In case of an emergency, when an authorized Infiniti dealer is not reasonably available, warranty repairs may be performed at any service facility or by the owner using any replacement parts. Infiniti will reimburse you for such repairs, including diagnosis, up to the amount of Infiniti's suggested retail price for parts and labor charges based on Infiniti's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. A part not being available or a repair not being complete within 30 days also constitutes an emergency. You must take the replaced part and paid receipts to an authorized Infiniti dealer for repayment in such emergency situations.



## 2003 INFINITI CALIFORNIA VEHICLE EMISSION CONTROL WARRANTIES

### MAINTENANCE RECORDS

Receipts covering the performance of regular maintenance are not required but should be kept in the event questions arise concerning maintenance. The receipts should be transferred to subsequent owners.

### IF YOU HAVE QUESTIONS

You may obtain further information concerning these warranties by following the procedure outlined in the "INFINITI OWNER SATISFACTION & ASSISTANCE" section of this booklet. You may also contact or report any violations to the Office of Transportation and Air Quality, Vehicle Compliance Programs Group, U.S. Environmental Protection Agency, Ariel Rios Building (6405J), 1200 Pennsylvania Avenue, N.W., Washington, D.C. 20460 or the Chief, Mobile Source Division, Air Resources Board, 9528 Telstar Ave., El Monte, CA. 91731.

### OTHER OBLIGATIONS

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

The Emission Warranty for 2003 vehicles certified for sale in California may be subject to future administrative or judicial action. As a result, this warranty may be changed. Nissan will make those changes required by future law, regulation, or judicial or administrative action. In addition, Nissan reserves the right to change the terms of the warranty to be consistent with these actions.

## RECOMMENDATION FOR MAINTENANCE SERVICE AND REPLACEMENT PARTS

### RECOMMENDATION FOR MAINTENANCE SERVICE AND REPLACEMENT PARTS

To assure best results and to maintain the original quality built into the emission control systems, it is recommended that parts and accessories supplied by Nissan for use on Infiniti vehicles be used when servicing or repairing the systems.

THE WARRANTY OBLIGATIONS ARE NOT DEPENDENT UPON THE USE OF ANY PARTICULAR BRAND OF REPLACEMENT PARTS AND THE OWNER MAY ELECT TO USE NON-GENUINE NISSAN PARTS FOR REPLACEMENT PURPOSES.

The use of replacement parts which are not equivalent to genuine Nissan parts may reduce the effectiveness of the emission control system.

Therefore, if it becomes necessary to use other than genuine Nissan parts, the owner should assure himself that such parts are warranted by their manufacturer to be equivalent in quality to genuine Nissan parts.

MAINTENANCE, REPLACEMENT OR REPAIR OF THE EMISSION CONTROL DEVICES AND SYSTEMS MAY BE PERFORMED BY ANY AUTOMOTIVE REPAIR ESTABLISHMENT OR INDIVIDUAL USING ANY EQUIVALENT REPLACEMENT PART.

HOWEVER, UNLESS OTHERWISE AUTHORIZED BY LAW, WARRANTY SERVICE MUST BE PERFORMED BY AN AUTHORIZED INFINITI RETAILER.

The emission standards may be satisfied by having the vehicle inspected periodically and by following the requirements outlined in the Emission Control System Maintenance Schedules in your Owner's Manual.

## WHO IS THE WARRANTOR

NISSAN\* warrants all parts of your 2003 Infiniti vehicle seat belt system supplied by Nissan.

\*NISSAN indicates Nissan North America, Inc., P.O. Box 191, Gardena, California 90248-0191 which distributes Infiniti vehicles in the continental United States.

## WHAT IS COVERED AND FOR HOW LONG

This warranty covers any seat belt or related component, supplied by Nissan for use on Infiniti vehicles, that fails to function properly during normal use within ten (10) years of the date the vehicle is delivered to the first retail buyer or put into service, whichever is earlier. Warranty repairs are free of charge for parts and labor.

## WHAT IS NOT COVERED

- Damage or failure due to misuse, alteration, accident or collision damage. (Proper use is outlined in your Owner's Manual.)
- Color fading, spotting or other cosmetic items when the belt is otherwise functioning properly.
- Airbags and related electronic control systems which are covered by the Powertrain Warranty.

## OBTAINING WARRANTY SERVICE

You must take the vehicle to an authorized Infiniti retailer in the United States or Canada during regular business hours at your expense in order to obtain warranty service. The names and addresses of authorized Infiniti retailers are listed in telephone directories.

## SEAT BELT LIMITED WARRANTY

### LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

### EXTRA EXPENSES - LIMITATIONS OF DAMAGES

**THIS WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS LOSS OF THE USE OF THE VEHICLE, INCONVENIENCE OR COMMERCIAL LOSS.**

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

# LIMITED WARRANTY ON NISSAN REPLACEMENT PARTS AND ACCESSORIES

## WHAT IS COVERED

Nissan\* warrants to correct defects in materials or workmanship in all genuine Nissan replacement parts and accessories for use on Infiniti vehicles only, except as described under the caption below, "WHAT IS NOT COVERED."

This warranty covers any repairs needed to correct defects in materials or workmanship.

\*NISSAN indicates Nissan North America, Inc., P.O. Box 191, Gardena, California 90248-0191 which distributes Infiniti vehicles in the Continental United States.

## HOW LONG IS THE WARRANTY

Except for replacement audio components, this warranty is for 12 months or 12,000 miles from the date of installation or purchase, whichever is earlier. However, the warranty on replacement parts and accessories installed in an Infiniti vehicle while it is covered by an Infiniti warranty which would have covered the part had it been installed in the vehicle at manufacture will not end before the end of that warranty.

## REPLACEMENT AUDIO COMPONENTS

A replacement Radio, Tape Deck, Amplifier or Compact Disc Player/Auto Changer supplied by Nissan is covered for 12 months/unlimited mileage from the time of installation or the balance of the Basic Vehicle Warranty as it applies to audio components, whichever is greater.

## WHAT IS NOT COVERED

This warranty does not cover:

1. Tires or batteries. These items are covered by separate warranties.
2. Normal maintenance service and parts replacement as outlined in the maintenance schedule of your OWNER'S MANUAL.
3. Damage or failures of parts resulting from:
  - Misuse (your OWNER'S MANUAL is your guide to proper use).
  - Accident, theft, fire, driving through water resulting in engine water ingestion.
  - Chemical fallout, tree sap, salt, sand, hail, flood or other environmental conditions.
  - Modification or improper repair of the part or of the vehicle in which the part is installed.
  - Use of parts not equivalent in quality or design to parts supplied by Nissan.
  - Lack of performance of required maintenance services as outlined in your OWNER'S MANUAL.
  - Use of improper or dirty fuel, fluids or lubricants.
4. Salvage Title. This warranty does not cover damage, failures or corrosion to any Nissan replacement part installed in the vehicle, if the vehicle is issued a "salvage" or similar title under any state's law, and this warranty is rendered void for any such part

installed in the vehicle prior to the vehicle being issued a "salvage" or similar title unless state law expressly states otherwise. (This exclusion does not extend to new genuine Nissan replacement parts installed in the vehicle after the issuance of a "salvage" or similar title.)

## LIMITED WARRANTY ON NISSAN REPLACEMENT PARTS AND ACCESSORIES

### WHAT YOU MUST DO

In order to obtain warranty service you must deliver the warranted part or accessory, or the vehicle on which the part or accessory is installed, to an authorized Infiniti retailer in the United States or Canada at your expense with proof of purchase (parts invoice or service repair order from an authorized Infiniti dealer). The names and addresses of authorized Infiniti retailers are listed in telephone directories.

You must also pay for labor charges to remove and replace the part or accessory if it was not originally installed on your vehicle by an authorized Infiniti retailer.

### WHAT NISSAN WILL DO

If the part or accessory to be repaired was originally installed by an authorized Infiniti retailer, it will be removed and reinstalled after repair at no charge for parts and labor. If the part or accessory was not installed by an authorized Infiniti dealer, the part or accessory will be repaired or exchanged only. Any needed parts replacement or exchange will be made using new or remanufactured parts at Nissan's option.

### LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

#### EXTRA EXPENSES - LIMITATIONS OF DAMAGES

**This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.**

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

# SUMMARY OF THE NISSAN LIFETIME REPLACEMENT PANEL CORROSION LIMITED WARRANTY <sup>1</sup>

NISSAN<sup>2</sup> warrants to the Original Repairing Vehicle Owner and subsequent owners of the vehicle that Infiniti will either repair or replace the Genuine Infiniti Outer Sheet Metal Replacement Panels you install or have installed on your Infiniti vehicle should the purchased panels develop inside out rust-through corrosion perforation. Replacement sheet metal panels must be installed on vehicles owned and operated in the United States and Canada.

Nissan warrants that the replacement and refinishing of panels will be carried out at no cost subject to the limitations and exclusions listed below.

Nissan will pay for the cost of the repair, including parts, labor, paint, and supplies necessary to repair or replace the panels.

## EXCLUSIONS

This warranty becomes void when damage results from:

1. Accident, collision, faulty installation, or any alteration to the panel, panels, or vehicle that could be reasonably expected to affect the performance of the covered panel.

2. Environmental conditions, such as hail, lightning, or acid rain.
3. Vehicle neglect, abuse, or use of the vehicle for unintended purposes.
4. Stone chips, scratches, or other paint damage that lead to surface rust damage.
5. Cleaning and polishing chemicals, and solvents, including improper undercoating, or other rust prevention materials.

## TO OBTAIN WARRANTY SERVICE

The repair may be completed at an authorized Infiniti retailer collision repair shop or an independent collision repair shop that will install Genuine Infiniti replacement parts. Whether an Infiniti retailer collision repair shop or independent collision repair shop completes the repair, only authorized Infiniti personnel can approve a repair or replacement under the warranty.

The purchaser must present the warranty form, original receipts and/or work orders to an Infiniti retailer in order to invoke this warranty. The retailer will then authorize the replacement of the panels at an Infiniti retailer's collision repair shop, or an independent collision repair shop.

## LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

### EXTRA EXPENSES - LIMITATIONS OF DAMAGES

This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

<sup>1</sup> The actual warranty is provided with the product purchased and should be read carefully.

<sup>2</sup> For purposes of this warranty, "Nissan" indicates Nissan North America, Inc., P.O. Box 191, Gardena, California 90248-0191 which distributes Infiniti vehicles in the continental United States.

# BRIDGESTONE PASSENGER TIRE LIMITED WARRANTY\*

## ELIGIBILITY

You are covered under the terms of this warranty if you are the first retail purchase or authorized agent of the first retail purchaser of any new Bridgestone tire bearing the Bridgestone name and Department of Transportation (DOT) assigned identification number, produced after July 3, 1994 (274), and if your tire has been used only on the vehicle on which it was originally installed in non-commercial service and is of a size equivalent to or greater than that specified by the vehicle's manufacturer.

## WHAT THIS WARRANTY COVERS & FOR HOW LONG

If, (i) before wearing down to 2/32nds of an inch of tread depth remaining (i.e., worn down to the top of the built-in indicators in the tread grooves), (ii) before 6 years from the date of purchase (proof of purchase required), or (iii) before 6 years from the date of manufacture (whichever occurs first), any Bridgestone tire covered by this warranty becomes unusable for any reason within the manufacturer's control, such tire will be replaced with an equivalent Bridgestone tire on the basis set forth below.

## WHAT THE WARRANTY DOES NOT COVER

1. Tire damage or irregular wear due to:
  - A. Road Hazards.  
Including, without limitation, puncture, cut, im-

pact break, bruise, bulge, snag, etc.

- B. Continued use while run flat or under acute under-inflation.
  - C. Improper Use or Operation.  
Including, without limitation, improper inflation pressure, overloading, use of an improper rim, vehicle misalignment, tire/wheel assembly imbalance or other vehicle conditions, worn suspension components, improper mounting or demounting, misuse, misapplication, negligence, tire spinning, tire chain damage, chemical contamination, fire or other externally generated heat, water or other material trapped inside the tire during mounting, tire alteration, racing or competition purposes, improper insertion of sealant, balance or filler materials.
  - D. Improper Repair.
2. Ride disturbance claims submitted after 1/32nd inch of treadwear or for 4 or more tires from the same vehicle.
  3. The cost of applicable federal, state, and local taxes.
  4. Tires purchased and normally used outside the continental United States.
  5. Claims for weather/ozon cracking after 4 years from the date of purchase (proof of purchase required) or if not known, 4 years from the date of manufacture.
  6. Failure to observe any of the safety and mainte-

nance precautions contained in the "Important Tire Safety Information" section of this booklet beginning on page 34.

This warranty is in addition to and/or may be limited by any other applicable written warranty concerning special tires or situations you may have received.

## "LIMITED WARRANTY" Bridgestone Brand Passenger & Light Truck Tires REPLACEMENT PRICE

Radial passenger and light truck tires adjusted under this warranty will be replaced free of charge during the first 25% of treadwear or within the first 12 months after purchase (Proof of Purchase and Purchase Date are required), whichever occurs first.

During the free replacement period, mounting and balancing are included free of charge.

After the free replacement period, to determine the replacement price, the percent of used treadwear is multiplied by the owner-user's regular buying price. Taxes, mounting, balancing, and other service charges will be added to the adjustment replacement price.

\* This Limited Warranty applies to all Bridgestone passenger tires except "run-flat-technology" tires (see page 21).

## BRIDGESTONE PASSENGER TIRE LIMITED WARRANTY\*

IN CANADA, the tire will be adjusted at dealerships (subject always to dealer discretion) at a predetermined "Adjustment Price."

*Replacement Warranty.* If you receive a tire under this warranty, it will be covered by the warranty then given on that tire.

*Where to go.* See your Bridgestone retailer listed in Yellow Pages under Tire Dealers-Retail.

### CONSUMER RIGHTS

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and in Canada from province to province.

### CONDITIONS & EXCLUSIONS

TO THE EXTENT PERMITTED BY LAW, BRIDGESTONE/FIRESTONE, INC. DISCLAIMS LIABILITY FOR ANY CONSEQUENTIAL DAMAGES, LOSS OF TIME, OR LOSS OF VEHICLE USE, OR INCONVENIENCE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty applies only to consumers actually using the tire in the United States and Canada. For warranty conditions outside the United States and Canada, see your local Bridgestone distributor.

Obligations under this policy may not be enlarged or altered by anyone.

*Important:* In accordance with Federal Law, this warranty has been designated as a "Limited Warranty." Nothing in this warranty is intended to be a representation that tire failures cannot occur. This warranty is given by Bridgestone/Firestone, Inc., One Bridgestone Park, Nashville, TN 37214 and in Canada by Bridgestone/Firestone, Canada, Inc., 5770 Hurontario St., Suite 400, Mississauga, Ontario, Canada L5R 3G5.

### OWNER-USER'S OBLIGATION

It is the owner-user's obligation to operate tires within tire load and specification limits and at cold air pressures specified by your vehicle manufacturer for load and speed according to individual tire size, type, and load capacity. It is also the owner-user's obligation to maintain proper alignment of wheels, and to maintain proper tire/wheel assembly balance.

In case of adjustment claim, owner-user must present the tire to a Bridgestone or Firestone retailer, complete and sign the customer section of the Bridgestone/Firestone, Inc. warranty claim form, and pay appropriate replacement price, taxes and service charges.

We strongly recommend that you have your Bridgestone or Firestone retailer inspect tires any

time you notice irregular or uneven treadwear or every 5,000 miles or at vehicle manufacturer's recommended mileage, if sooner.

### THE WARRANTOR

The warrantor of Bridgestone\* tires is: Bridgestone/Firestone, Inc., ATTN: Technical Services, One Bridgestone Park, Nashville, TN 37214.

For Customer Assistance:  
1-800-847-3272 (Nationwide)

**Note:** For your convenience, your nearest authorized Infiniti Dealership will also assist you with your Tire Service Requirements.

### SAFETY INFORMATION

Any tire, no matter how well constructed, may fail in use as a result of punctures, impact damage, improper inflation, overloading or other conditions resulting from use or misuse. Tire failure may create a risk of serious personal injury or property damage. To reduce risk of tire failure, we strongly recommend you read and follow all safety information contained in the "Important Tire Safety" Information section contained in this booklet, the tire placard in the vehicle or the "Owner's Manual."

\* This Limited Warranty applies to all Bridgestone passenger tires except "run-flat-technology" tires (see page 21).



# BRIDGESTONE RUN-FLAT TECHNOLOGY TIRE LIMITED WARRANTY\*

## ELIGIBILITY

You are covered under the terms of this warranty if you are the owner of any new Bridgestone Turanza EL42 RFT (Run-Flat Technology) tire bearing the Bridgestone name and the Department of Transportation (DOT) assigned identification number, and if your tire has been used only on the vehicle on which it was originally installed according to the vehicle manufacturer's or Bridgestone/Firestone recommendations.

## FREE REPLACEMENT

If any new Bridgestone Turanza EL42 RFT tire used in normal service conditions and in accordance with the manufacturer's warnings and instructions, covered by this warranty becomes unusable for any reason within the manufacturer's control, or as a result of a road hazard during the first 25% of useable tread wear or within the first 12 months from date of purchase (proof of purchase and purchase date required), whichever comes first, such tire will be replaced free of charge, (excluding taxes and disposal fee) with a new Bridgestone Turanza EL42 RFT by an authorized Bridgestone/Firestone Run-Flat Certified Retailer. Mounting and balancing included.

## PRORATED ADJUSTMENT PERIOD

If after the first 25% of useable tread wear or after 12

months from the purchase date and before wearing down to 2/32nds of an inch of tread depth remaining (i.e., worn down to the top of the built-in indicators in the tread grooves) or before 5 years from date of purchase (proof of purchase required), or if this is not known, then 6 years from the date of manufacture, whichever occurs first, any Bridgestone Turanza EL42 RFT covered by this warranty becomes unusable for any reason within the manufacturer's control, or as a result of a road hazard tire and if the tire was in normal service and used in accordance with the manufacturer's warnings and instructions, the tire will be replaced at a price determined by multiplying the percentage of used tread wear times the Bridgestone retailer's then current regular selling price for the replacement tire(s). Taxes, mounting, balancing, and other service charges and tire disposal fee will be added to this price.

## WHAT THE WARRANTY DOES NOT COVER

- Irregular wear or tire damage due to:
  - Failure of the low tire pressure monitoring system.
  - Improper use or operation. Including, without limitation, failure to maintain inflation pressure in the ordinary course, overloading, use of an improper rim, vehicle misalignment, wheel
- imbalance, improper brake adjustment, worn suspension components, improper mounting or demounting, misuse, misapplication, negligence, tire spinning, tire chain damage, chemical contamination, fire or other externally generated heat, water or other material entrapped inside the tire during mounting, tire alteration, racing or competition purposes, tire sealants or balancing materials, failure to follow the manufacturer's instructions and warnings on the use and care of the tire.
- Tire repair and any damage, irregular wear, or other problems after a tire is repaired;
- Ride disturbance claims submitted after 1/32<sup>nd</sup> inch of tread wear and/or for four or more tires from the same vehicle;
- Claims for irregular wear;
- The cost of applicable federal, state, and local taxes and tire disposal fees;
- Tires purchased and normally used outside the United States; Tires used in commercial service;
- Claims for weather/ozone cracking after 4 years from date of manufacture; and
- Failure to observe the maintenance and tire care instructions described elsewhere herein.

\* See page 19 for Limited Warranty applicable to other Bridgestone tires.

# BRIDGESTONE RUN-FLAT TECHNOLOGY TIRE LIMITED WARRANTY\*

## “LIMITED WARRANTY” Provisions for Bridgestone Turanza EL42 RFT (Run-Flat Technology) Tires

**Replacement Warranty.** If you receive a tire under this warranty, the replacement tire will be covered by the warranty then in effect on that replacement tire.

**Where to Go.** Due to the special requirements of the Bridgestone Turanza EL42 RFT tire, you must return to a Bridgestone/Firestone Run-Flat Certified Retailer. Call toll-free 1-877-BFS-4RFT (1-877-237-4738) for the name of the nearest Bridgestone/Firestone Run-Flat Certified Retailer.

**Replacement Price in Canada.** In Canada, the tire will be adjusted at dealerships (subject always to dealer discretion) at a predetermined “Adjustment Price”.

## CONSUMER RIGHTS

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state and in Canada from province to province.

## CONDITIONS AND EXCLUSIONS

TO THE EXTENT PERMITTED BY LAW, BRIDGESTONE/FIRESTONE, INC. DISCLAIMS LIABILITY FOR ANY CONSEQUENTIAL DAMAGES, LOSS OF TIME, LOSS OF VEHICLE USE, AND INCONVENIENCE.

\* See page 19 for Limited Warranty applicable to other Bridgestone tires.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

These warranties apply only to consumers actually using the tire in the United States. For warranty conditions outside the United States see your local Bridgestone distributor.

Obligations under the policy may not be enlarged or altered by anyone.

## OWNER-USER'S OBLIGATION

When making a claim, you must present proof of ownership, pay applicable service charges and taxes, complete and sign the customer section of the Bridgestone/Firestone Limited Warranty Claim form, and return the tire.

It is the owner-user's obligation to operate tires within load and specification limits and at cool air pressure specified by Infiniti for load and speed according to individual tire size, type and load capacity except during run-flat operations. It is the owner-user's obligation to maintain proper alignment of wheels, and to maintain proper tire/wheel assembly balance.

Proper tire care is necessary to obtain safe performance and maximum mileage and wear from a tire.

## THE WARRANTOR

The warrantor of Bridgestone\* RFT tires is: Bridgestone/Firestone, Inc., ATTN: Technical Services, One Bridgestone Park, Nashville, TN 37214

For Customer Assistance:  
1-800-847-3272

**Note:** For your convenience, your nearest authorized Infiniti Dealership will also assist you with your Tire Service Requirements.

## SAFETY INFORMATION

Any tire, no matter how well constructed, may fail in use as a result of puncture, impact damage, improper inflation, overloading or other conditions resulting from use or misuse. Tire failure may create a risk of serious personal injury or property damage. To reduce risk of tire failure, we strongly recommend you read and follow all safety information contained in the “Important Tire Safety Information” section of this booklet, the tire placard in the vehicle, or the “Owner’s Manual”.

# GOODYEAR PASSENGER TIRE LIMITED WARRANTY

## ELIGIBILITY

You are eligible for the benefits of this policy if you are the owner or authorized agent of the owner of new Goodyear highway auto tires bearing Department of Transportation prescribed tire identification numbers, and if your tires have been used only on the vehicle on which they were originally installed according to the vehicle manufacturer's recommendations.

## COVERAGE (REPLACEMENT FREE)

Any new Goodyear highway radial auto tire covered by this policy, that does not deliver satisfactory highway service due to a workmanship or material related condition (see Adjustment Policy Limitations) during the first 25% of usable treadwear, or twelve months from date of purchase, whichever comes first, will be replaced with a comparable new Goodyear tire without charge. Mounting and balancing are included.

Any Goodyear temporary spare tire that does not deliver satisfactory highway service due to a workmanship or material related condition during the first 50% of usable tread depth (1/32 of an inch) will be replaced with a comparable new Goodyear temporary spare tire without charge. Mounting is included. After the first 50% of usable treadwear, you pay only an adjustment charge for the treadwear received, plus any mounting charge.

## COVERAGE (PRORATED ADJUSTMENT)

Tires not eligible for no charge adjustment that do not deliver satisfactory service due to a workmanship or material related condition will be replaced with comparable new Goodyear tires on a pro rata basis. The replacement price will be calculated by multiplying the current Goodyear "predetermined price for adjustment" or current advertised price at adjustment location (whichever is lower) by the percentage of usable original tread that has been worn off at the time of the adjustment. You pay for mounting, balancing, and an amount equal to the full current Federal Excise Tax applicable to the comparable new replacement tire.

The "predetermined price for adjustment," available at all Goodyear Auto Service Centers and participating dealers, fairly represents the actual regular retail selling price of the comparable tire at the time of adjustment. If a "predetermined price for adjustment" is not available, adjustment will be based on the price at which you are entitled to buy at the time of adjustment.

A tire has delivered its full original tread life and this warranty ends when the treadwear indicators become visible, regardless of age or mileage.

## DEFINITION OF COMPARABLE TIRE

A "comparable" new Goodyear tire may either be the same line of tire or, in the event the disabled tire is out of production, the same basic construction and quality with different sidewall or tread configuration.

If a higher priced tire is accepted as replacement, the difference in price will be additional.

Any tire replacement under this warranty will be covered by the Goodyear warranty in effect at time of replacement.

## ADJUSTMENT POLICY LIMITATIONS

This limited warranty is applicable only in the United States and Canada.

No representative or dealer has authority to make any representation, promise, or agreement on behalf of Goodyear, except as stated herein.

The following are not covered by this policy:

- Goodyear does not warrant and will not give credit in any adjustment transaction for any kind of material added to the tire after leaving a Goodyear factory, nor will it adjust any tire which has failed as a result of adding any such material. (Example: Tire fillers, sealants, or balancing substances.)

## GOODYEAR PASSENGER TIRE LIMITED WARRANTY

- Irregular wear or tire damage due to:
  - Road hazards (including punctures, cuts, snags, impact breaks, etc.).
  - Wreck, collision, or fire.
  - Improper inflation, overloading, high speed spinup, mis-application, misuse, negligence, racing, chain damage or improper mounting or demounting.
  - Mechanical condition of the vehicle.
  - Ride disturbance after the first 25% of usable treadwear or due to damaged wheels or any vehicle condition.
  - Temporary spare tires used on vehicle used in racing and on passenger cars in special applications, such as police pursuit service.
  - Any tire intentionally altered after leaving a Goodyear factory to change its appearance. (Example: White inlay on a black tire.)
  - Tires with weather cracking which were purchased more than four (4) years prior to presentation for adjustment. If you have no proof of purchase date, tires manufactured four (4) or more years prior to presentation are not covered.
  - Loss of time, inconvenience, loss of use of the vehicle or consequential damage.

Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitations or exclusion may not apply to you.

Any tire, no matter how well constructed, may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer. This warranty is not intended as a representation that a tire failure cannot occur.

### OWNER'S OBLIGATIONS

- a. You must present the tire to be adjusted to a Goodyear Auto Service Center or Goodyear Tire Dealer. (Please consult you telephone directory for locations.) Tires replaced on an adjustment basis become the property of The Goodyear Tire & Rubber Company.
- b. You must pay for taxes or any additional service you order at the time of adjustment.
- c. No claim will be recognized unless submitted on a Goodyear claim form (supplied by Goodyear dealer or Auto Service Center) completely filled out and signed by you, the owner of the tire presented for adjustment, or your authorized agent.

**Note:** For your convenience, your nearest authorized Infiniti Dealership will also assist you with your tire service requirements.

### LEGAL RIGHTS

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### THE WARRANTOR

The warrantor of Goodyear tires is The Goodyear Tire & Rubber Company, 1144 E. Market Street, Akron, Ohio 44316.

For Customer Assistance:  
1-800-321-2136 (Nationwide)

### SAFETY WARNING

Follow safety precautions and instructions contained in the Owner's Manual, tire placard in the vehicle or the Important Tire Safety Information in this booklet. Disregarding tire safety information may result in tire failure or explosion causing serious personal injury or death.

# MICHELIN PASSENGER TIRE LIMITED WARRANTY

## WHAT IS COVERED

Each Michelin Passenger Tire supplied as original equipment on your new Infiniti vehicle which bears the Michelin name and complete DOT identification number.

## WHAT IS COVERED AND FOR HOW LONG

Michelin Passenger tires, used in normal service on the vehicle on which they were originally fitted and in accordance with the maintenance recommendations and safety warnings contained in the owner's manual and in the Important Tire Safety Information Section of this booklet, are covered by this warranty against defects in workmanship and material for the life of the original usable tread, or 6 years from the date of purchase, whichever comes first. At that time, all warranties, express or implied, are terminated. The usable tread is the original tread down to the level of the tread wear indicators - 2/32nds of an inch (1.6mm) of tread remaining. Date of purchase is documented by new vehicle registration or tire sales invoice. If no proof of purchase, coverage will be based on date of manufacture.

## WHAT IS NOT COVERED

Tires which become unserviceable due to:

- Road hazard injury (e.g., a cut, snag, bruise, impact

damage, puncture, whether repairable or not);

- Incorrect mounting of the tire, tire/wheel imbalance, or improper repair;
- Underinflation, overinflation, improper maintenance or other abuse;
- Mechanical irregularity in the vehicle such as wheel misalignment resulting in uneven or rapid wear;
- Accident, fire, chemical corrosion, tire alteration, or vandalism;
- Ozone or weather cracking.

## WHAT MICHELIN WILL DO

### Passenger Tires

A tire which becomes unserviceable due to a condition covered by this warranty will be replaced with a comparable new Michelin tire, free of charge, when 2/32nds of an inch (1.6mm) or less of the original tread is worn, (or 25% or less, whichever is most beneficial to the user) and within 12 months of the date of purchase. Mounting and balancing of tires is included. The cost of any other service charges or applicable taxes are payable by the user.

When more than 2/32nds of an inch of original tread has been worn (or more than 25%, whichever is most beneficial to the user) or after 12 months from date of purchase, the user must pay the cost of a comparable new Michelin passenger tire on a pro-rata basis. The

dealer shall determine the charge by multiplying the percentage of the original usable tread worn by the current actual selling price at the adjustment location or the price on the current Michelin Base Price List, whichever is lower.\* This List is based on a predetermined price intended to fairly represent the actual selling price of the tire. The cost of mounting, balancing and any other service charges of applicable taxes are payable by the user.

## WHAT THE CONSUMER MUST DO

When making a claim under the terms of this warranty, the consumer must present the tire to an authorized Michelin Dealer. To locate an Authorized Tire Dealer, check the yellow pages under "Tire Dealers - Retail." The vehicle on which the tire was used should be available for inspection.

It is essential that you read and understand the safety and maintenance recommendations for your tires.

**Note:** For your convenience, your nearest authorized Infiniti Dealership will also assist you with your tire service requirements.

# MICHELIN PASSENGER TIRE LIMITED WARRANTY

## CONDITIONS AND EXCLUSIONS

THIS WARRANTY DOES NOT PROVIDE COMPENSATION FOR LOSS OF TIME, LOSS OF USE OF VEHICLE, INCONVENIENCE OR CONSEQUENTIAL DAMAGE.

TIRES PRESENTED FOR CLAIM REMAIN THE PROPERTY OF THE CONSUMER AND MICHELIN ACCEPTS NO RESPONSIBILITY FOR LOSS OF, OR DAMAGE TO, TIRES WHICH ARE IN THE CUSTODY OR CONTROL OF A MICHELIN TIRE DEALER FOR THE PURPOSES OF INSPECTION FOR WARRANTY ADJUSTMENT. IN THE EVENT OF A DISPUTED CLAIM, THE CONSUMER MUST MAKE THE TIRE AVAILABLE FOR FURTHER INSPECTION.

NOMICHELIN REPRESENTATIVE, EMPLOYEE OR DEALER HAS THE AUTHORITY TO MAKE OR IMPLY ANY REPRESENTATION, PROMISE OR AGREEMENT, WHICH IN ANY WAY VARIES THE TERMS OF THIS WARRANTY.

THIS WARRANTY APPLIES ONLY IN THE UNITED STATES AND CANADA.

## CONSUMER RIGHTS

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE AND PROVINCE TO PROVINCE.

## SAFETY MAINTENANCE INFORMATION

Read your vehicle owners manual, the information on the sidewall of your tires, the vehicle tire infor-

mation placard and the Important Tire Safety Information section of this booklet for essential safety and maintenance information.

## THE WARRANTOR

The warrantor of Michelin Tires is Michelin North America, Inc. 1 Parkway South, P.O. Box 19001, Greenville, South Carolina 29602-9001.

For Customer Assistance:

1-800-TIRE HELP (800-847-3435) - Continental U. S.

1-907-276-2617 - Alaska

1-800-461-8473 - Canada (outside Quebec)

1-800-565-7638 - Canada (Quebec)

## DANGER

Disregarding any of the safety precautions and instructions contained in the Owner's Manual or the Important Tire Safety Information in this booklet may result in tire failure or explosion causing serious personal injury or death.

## IMPORTANT TIRE SAFETY INFORMATION\*

Any tire, no matter how well constructed, may fail due to improper maintenance or service factors. This could create a risk of property damage and serious or fatal injury. Disregarding any of the safety precautions and instructions contained in this manual may result in tire failure or explosion causing serious personal injury or death. For your safety, comply with the following:

### TIRE INFLATION

Keep tires inflated to the pressures recommended on the tire data placard. (See your OWNER'S MANUAL for location.) These inflation pressures must be maintained as a minimum. However, do not exceed the maximum pressure rating indicated on the tire sidewall.

**CHECK INFLATION PRESSURES ON ALL YOUR TIRES, INCLUDING THE SPARE, WHEN TIRES ARE COLD, AT LEAST ONCE A MONTH BEFORE DRIVING**

Failure to maintain correct inflation may result in improper vehicle handling and may cause rapid and irregular tire wear, sudden tire destruction, loss of vehicle control and serious personal injury. Therefore, inflation pressures should be checked at least once a month and always prior to long distance trips.

Pressures should be checked when tires are cold. The tires are cold when your vehicle has been driven less than a mile at moderate speed after being stopped for three or more hours.

### CHECKING PRESSURE WHEN TIRES ARE HOT

If you must add air when your tires are hot, add four pounds per square inch (psi) (28kPa) above the recommended cold air pressure. Recheck the inflation pressure when the tire is cold.

For Example Only:

Gauge reading of hot tire: 32psi

If recommended pressure is: 30psi

Desired gauge reading of hot tire  $30 + 4\text{psi} = 34\text{psi}$

Check cold pressures as soon as possible, at least by the next day. Never "Bleed" air from hot tires as your tire will be underinflated. Use an accurate tire gauge to check pressures. Never allow children to air up tires.

**DRIVING ON ANY TIRE THAT DOES NOT HAVE THE CORRECT INFLATION PRESSURE IS DANGEROUS.**

For replacement tires, the correct inflation pressure will be provided by your tire dealer, if not, refer to the vehicle decal.

Underinflation produces extreme flexing of the sidewalls and builds up heat which may result in sudden tire destruction and serious personal injury. Overinflation can cause the tire to be more susceptible to impact damage.

### LOAD LIMITS

**DO NOT OVERLOAD. DRIVING ON ANY OVERLOADED TIRE IS DANGEROUS.** Never load your tires beyond the load carrying limits molded into the sidewall of the tires or the maximum vehicle load limit as shown on the vehicle tire data placard, whichever is less. Overloading causes heat to build up which can lead to sudden tire failure and serious personal injury.

### SPEED LIMITS AND SPEED RATED TIRES

**HIGH SPEED DRIVING CAN BE DANGEROUS.** Never operate your vehicle in excess of lawful speeds or the maximum speeds justified by the driving conditions. Excessive speeds or racing can cause heat buildup in a tire leading to possible failure and serious personal injury.

\*Provided by and published at the request of the tire manufacturers/warrantors.

## IMPORTANT TIRE SAFETY INFORMATION\*

### Correct inflation pressure is especially important.

However, at high speeds, even with the correct inflation pressure, a road hazard, for example, is more difficult to avoid and if contact is made, there is a greater chance of causing tire damage than at the lower speed. Moreover, driving at high speed reduces the reaction time available to avoid accidents and bring your vehicle to a safe stop. If you see any damage to a tire or wheel, replace it with your spare tire and see your tire dealer at once.

Tire speed ratings do not imply that a vehicle can be safely driven at the maximum speed for which the tire is rated. In addition, some damages or improper repairs may cause a speed-rated tire to lose its speed rating. Exceeding the tire's maximum speed rating will cause the tire to build up excessive heat which can cause tire damage that could result in sudden tire destruction and rapid air loss. Failure to control a vehicle with sudden air loss can lead to an accident. In any case, you should not exceed reasonable speeds as indicated by the legal limits and driving conditions.

**SPEED SYMBOLS** - are shown on the sidewall of some tires. The following table shows the maximum speed corresponding to the symbol.

SPEED RATINGS		
<sup>1</sup> Speed Rating	Maximum km/Hr	Maximum mph
M	130	81
N	140	87
P	150	93
Q	160	99
R	170	106
S	180	112
T	190	118
H	210	130
V*	240	149
Z**	240	149

**\*Some V (or VR) rated tires may have a speed capacity of greater than 149 mph (240 km/h). Consult your tire manufacturer for maximum speed ratings if your vehicle capability exceeds this speed.**

**\*\*Z (or ZR) rated tires are designed for use on cars with maximum speed capabilities in excess of 149 mph (240 km/h). Consult your tire manufacturer for maximum speed capabilities.**

<sup>†</sup>Although a tire may be speed rated, we do not endorse the operation of any vehicle in an unsafe or unlawful manner. Speed ratings are based on laboratory tests which relate to performance on the road, but are not applicable if tires are underinflated, overloaded, worn out, damaged, altered, improperly repaired, or retreaded. Furthermore, tire speed ratings do not imply that vehicles can be safely driven at the maximum speed for which the tire is rated, particularly under adverse road and weather conditions or if the vehicle has unusual characteristics. Most highway passenger tires that do not have a speed symbol in the sidewall have a maximum speed rating of 105 mph. Light truck highway tires that do not have a speed symbol on the sidewall of the tire have a maximum speed of 87 mph. Some light truck tires may have higher maximum speeds; consult your tire dealer. The speed and other ratings of retreaded tires are assigned by the retreader and voids the original manufacturer's ratings.



## IMPORTANT TIRE SAFETY INFORMATION\*

**IMPORTANT:** In order to maintain the speed capability of the vehicle, replacement tires must have speed ratings equal to or higher than those fitted as original equipment (as indicated on the vehicle placard or owners manual). If tires with lower speed ratings are fitted, the speed capability of the vehicle will be lowered to the maximum speed capability of the replacement tire as indicated on the above table.

Remember...High speed driving can be dangerous and may be damaging to your tires.

And...When driving at highway speeds, correct inflation pressure is especially important.

Contact the manufacturer of your tires for their position and assistance on the repair of speed-rated tires. When you are replacing tires that have a speed rating, you must replace with tires of the same or higher speed rating if the speed capability of the vehicle is to be maintained.

### VISUAL INSPECTION

**INSPECT YOUR TIRES. DO NOT DRIVE ON A DAMAGED TIRE OR WHEEL.** Check your tires frequently for scrapes, bulges, separations, cuts, snags, cracks, penetrations or excessive localized wear from hard braking. Also check for abnormal tire wear particularly on the edges of the tire tread which may be caused by misalignment or underinflation. Impacts can damage the inner portion of the tire without being visible on the outside. If damage can be seen on the tires or wheels, or if you suspect that possible impact damage may have occurred, replace with spare at once and have your tire store or dealer

inspect your tires immediately. Use of a damaged tire could result in tire destruction. When inspecting your tires, including the spare, check your air pressures. If your pressure check indicates that one of your tires has lost pressure of two pounds or more, look for signs of penetrations, valve leakage, or wheel damage that may account for the air loss.

All tires will wear out faster when subjected to high speeds as well as hard cornering, rapid starts, sudden stops, frequent driving on roads which are in poor condition, and off-road use. Roads with holes and rocks or other objects can damage tires and cause misalignment of your vehicle. When you drive on such roads, drive on them carefully and slowly, and before driving again at normal or highway speeds, examine your tires for any damage, such as cuts, bulges, penetrations, unusual wear patterns, etc.

**WEAR BARS:** Tires contain "Wear-Bars" in the grooves of the tire tread which **show up when only 2/32nds of an inch (1.6mm) of tread is remaining. At this stage, your tires must be replaced. Tires worn beyond this stage are dangerous.**

### HAZARDS

Objects in the road that threaten a tire should be safely avoided. These objects are potholes, glass, metal, rocks, wood debris and the like. Unavoidable contact should prompt a thorough tire inspection. You may not always recall hitting an object that can damage or injure your tires. If while driving, your vehicle experiences any

unusual vibration, ride disturbance or noise and/or you suspect that possible damage to the tires or vehicle has occurred, **DO NOT JAM OR LOCK YOUR BRAKES!** Rather reduce your speed and drive with caution until you can safely pull off the road. Stop and inspect the tires. If the tire is underinflated or damaged, deflate, remove the tire and rim assembly and replace it with your spare. If you cannot detect a cause, have the vehicle towed to the nearest Infiniti dealer to have the vehicle inspected.

### REPAIRING, MOUNTING AND DEMOUNTING OF TIRES

**Do not attempt to repair, mount or demount a tire yourself.** Tire changing can be dangerous and must be done by professionally trained persons using proper tools and procedures as specified by the Rubber Manufacturers Association (RMA). **Follow these mounting recommendations.** Your tires should be mounted on wheels of correct size and type and which are in good, clean condition. Bent, chipped or rusted wheels may cause tire damage. The inside of the tire must be free from foreign materials. **Have your dealer check the wheels before mounting new tires.** Mismatched tires and rims can explode during mounting. Also, mismatched tires and rims can result in dangerous tire failure on the road. If a tire is mounted by error on the wrong-sized rim, do not remount it on the proper rim - scrap it. It may be damaged internally (which is not externally visible) by being dangerously stretched and could fail on the highway.

\*Provided by and published at the request of the tire manufacturers/warrantors.

## IMPORTANT TIRE SAFETY INFORMATION\*

Old valves may leak. When new tubeless tires are mounted, have new valves of the correct type installed. Tubeless tires must be mounted only on wheels designed for tubeless tires, i.e., wheels which have safety humps or ledges.

Never perform a temporary repair, use an innertube or inject sealant as a permanent substitute for a proper repair. Only qualified persons should repair tires.

Be sure that all your valves have suitable valve caps. This will keep valve cores clean and clear and guard against leakage.

**REPAIRS - WHENEVER POSSIBLE, SEE A TIRE DEALER AT ONCE.** *Some tire manufacturers do not warrant any inspection or repair process. The repair is entirely the responsibility of the repairer.* Punctures in the tread of a passenger tire which do not exceed 1/4 of an inch (6mm) in diameter can usually be repaired by following the Rubber Manufacturers Association (RMA) Passenger and Light Truck Repair procedures. *Contact the manufacturer of your tires for its position and assistance as to the acceptable location for a proper repair and the repair of speed rated tires.* **Do not use plug repairs. They may cause further damage to the tire. They are not always air tight and the plug may fail.** *Do not exceed posted speed limits on any repaired tire. Certain tire manufacturers speed ratings are voided if the tire is repaired.*

Although a tire was properly repaired, internal structural damage resulting from the puncture may have occurred. Some time later the damage may cause the tire to be removed from service. If the tire has a puncture in the tread which exceeds 1/4 inch (6mm), the tire must be replaced. If any tire has sustained a puncture, have the tire inspected internally by a tire dealer for possible damage that may have occurred.

Improper mounting and inflation procedures can cause an explosion of the tire/rim assembly. Only specially trained persons should perform these tasks. Contact your tire store or dealer for assistance.

**CAUTION - Never, under any circumstance, introduce a flammable substance into a tire.**

### WHEEL ALIGNMENT AND BALANCING

Wheel alignment and balancing are important for safety and maximum mileage from your tires. Check how your tires are wearing at least once a month. If your tires are wearing unevenly, such as the inside shoulder of the tire wearing faster than the rest of the tread, or if you detect excessive vibration, your vehicle may be out of alignment or balance. These conditions not only shorten the life of your tires, but adversely affect the handling characteristics of your vehicle which could be dangerous. If you detect irregular wear or vibration, have your alignment and balance checked immediately. Tires which

have been run underinflated will show more wear on the shoulders than in the center of the tread.

### HARD BRAKING

You must inspect your tires after any hard braking circumstances or after tires have slid on the pavement. This can cause a flat spot in a section of the tire tread.

### TIRE SPINNING

Never spin your tires above a speedometer reading of 35 mph (55 km/h) if your vehicle becomes stuck. The centrifugal force generated by the free spinning tire/wheel assembly may cause a sudden tire explosion; resulting in vehicle damage and/or serious personal injury or death. Never allow anyone to stand near or behind a tire spinning at high speed while attempting to push a vehicle that is stuck. When in mud, sand, snow, ice or other slippery conditions, do not indulge in excessive wheel spin. In such conditions, with automatic transmission vehicles, by accelerating the engine excessively, it is possible to spin one of the drive tires beyond its speed capability. This is also true when balancing a drive tire/wheel assembly using the engine of the vehicle to spin the wheel.

### TIRE TREAD

Tires must be replaced when the depth of the tread reaches 2/32 inch (1.6 mm). Tires are manufactured with tread wear indicators molded into

## IMPORTANT TIRE SAFETY INFORMATION\*

the tire grooves which indicate tread wearout. As tires approach 2/32 inch (1.6 mm) wearout, the tread gauge becomes thinner and more vulnerable to the effects of road hazards. Also, worn tires are more subject to hydroplaning, which can cause loss of control. Therefore, visual tire inspection becomes more crucial as the tires wear out.

### WORN TIRES

Never drive on worn tires. Tires should be replaced by trained personnel when 2/32nds of an inch tread depth remains, as indicated by the tread wear indicators molded into the tread grooves. In most states, it is illegal to drive with less than 2/32nds of an inch of tread remaining.

### TIRE MIXING

For best performance *select tires similar in size and load rating to the original equipment tires*. It is recommended that the same size and type of tire be used on all four wheel positions. In certain tires, casing ply material and ply construction may vary as indicated on the sidewall of the tire. When changing or replacing tires, it is preferred that all four tires are the same construction type (i.e., High Performance, All Season, Mud & Snow) and construction (Radial or Bias Ply). Tires which meet the Rubber Manufacturer's Association (RMA) definition of mud and snow tires are marked M/S, M+S, M&S. On such tires, this designation is molded into the sidewall. Tires without this notation are not recom-

mended for mud and/or snow driving.

Before mixing tires of different types on a vehicle in any configuration, be sure to check the vehicle's owner's manual for its recommendations.

If snow tires are needed, it is necessary to select tires equivalent in size and load rating to the original equipment tires. Always fit performance snow tires in sets of four (4) for optimum mud and snow traction and maintenance of vehicle handling characteristics. If you do not, it may adversely affect the safety and handling of your vehicle. It is also important to check the vehicle owner's manual before mixing or matching tires on 4-wheel drive vehicles as this may require special precautions.

Please refer to your Owner's Manual for more information on tire replacement precautions.

### TIRE ROTATION

Tires on your Infiniti vehicle should be rotated every 7,500 miles or as irregular wear develops. If irregular wear becomes apparent or if the wear rate on the tires is perceptibly uneven, the tires should be rotated in such a way to alleviate the problem. Check your vehicle for any mechanical problems and correct if necessary. Any rotation pattern or procedure may be followed including those indicated in the Owner's Manual. Some tires have arrows on the sidewall showing the direction

in which the tire should turn. When rotating this type of tire, care must be taken to maintain the proper turning direction as indicated by the arrows. *Some vehicles have different tire sizes specified for front and rear axles. Tires on these vehicles should be rotated side to side.* Where a temporary type spare tire is available, it should not be included in the tire rotation schedule. Such tires are intended for temporary use only. Whenever only two tires are replaced, the new tires should be put on the rear axle *of vehicles equipped with the same size tire on all four wheel positions.*

### TRAILER TOWING

If you anticipate towing a trailer, you should see a tire dealer for advice concerning the correct size of tire and pressure. Tire size and pressure will depend on the type and size of the trailer and hitch utilized, but in no case must the maximum cold inflation pressure or the tire load rating be exceeded. Check the tire decal and your Owner's Manual for further recommendations on trailer towing.

### TIRE ALTERATIONS

Do not perform any alterations on your tires. Alterations may prevent proper performance, leading to tire damage, which can result in an accident. Tires which become unserviceable due to alterations such as truing, whitewall inlays, addition of balancing or sealant liq-

\*Provided by and published at the request of the tire manufacturers/warrantors.

## IMPORTANT TIRE SAFETY INFORMATION\*

uids, may be excluded from warranty coverage. Consult your tire warranty.

### HIGH PRESSURE TEMPORARY SPARE TIRES

- 1) The high-pressure spare tire in your Infiniti vehicle is designed for temporary use only and must not be used continually as a regular tire. The standard tire should be repaired and/or replaced as soon as possible.
- 2) Avoid driving over obstacles that may damage the tire through impact or cutting, such as potholes, glass, metal, etc.
- 3) Speed must not exceed 50MPH (80km/h) for non-speed-rated temporary spare tires.
- 4) Temporary spare tires have a limited treadlife which can vary depending on road conditions and your driving habits. The spare tire should be returned to the trunk as soon as the standard tire can be repaired or replaced.
- 5) Because the high-pressure spare tire was specifically designed for your car, it should not be used on any other vehicle.
- 6) Do not use snow chains on your high-pressure spare. This could cause damage to your vehicle.
- 7) Check the tire's cold inflation pressure monthly and maintain at 60psi (4.2kg/cm<sup>2</sup>) even when not in use.

- 8) The high-pressure spare tire should not be used with any other rim nor should standard tires, wheel covers, or trim rings be used on the high-pressure spare tire rim which was originally installed.
- 9) When the tread wear indicator appears on the tire, replace it only with the same type spare tire.
- 10) Do not enter an automatic carwash with a temporary spare tire fitted.
- 11) Do not make a sharp turn or apply the brakes suddenly when driving on a high-pressure temporary spare.

**Note:** When using *any* temporary type spare tire, be sure to follow the vehicle Owner's Manual instructions.

### TIRE STORAGE

All tires should be stored in a cool dry place indoors so that there is no danger of water collecting inside them.

When tires are stored they should be stored in a cool place away from sources of heat and ozone such as hot pipes and electric generators. Be sure that surfaces on which tires are stored are clean and free from grease, gasoline or other substances which could deteriorate the rubber. (Tires exposed to these materials during storage or driving could be subject to sudden failure.)

### TO AVOID DAMAGE TO YOUR TIRES AND POSSIBLE ACCIDENT:

- Check tire pressure at least once a month when tires are cold and before long trips.
- Do not underinflate/overinflate.
- Do not overload.
- Drive at moderate speeds, observe legal limits.
- Avoid driving over potholes, obstacles, curbs or edges of pavement.
- Avoid excessive wheel spinning.
- If you see any damage to a tire, replace with spare and see the tire manufacturer's dealer or your Infiniti dealership.

## IMPORTANT TIRE SAFETY INFORMATION\*

### INFORMATION SPECIFIC TO YOUR BRIDGESTONE RUN-FLAT TIRES

#### SAFETY WARNING

When in "run-flat" mode, serious injury or death may result from:

- Tire failure due to excessive operation while running flat.
- Aggressive driving, or driving at speeds greater than 55 mph and/or distances greater than 50 miles.
- Tire failure preceded by vibration. If the vehicle begins to vibrate, gradually reduce speed and stop at a safe location. Tire must be replaced before proceeding.
- Handling tire immediately following run-flat operation. Due to the significant amount of heat generated, allow tire to cool before handling.
- Tire or system failure due to service performed by anyone other than specially trained personnel. For assistance, contact Bridgestone/Firestone at 1-800-847-3272 or your Infiniti Retailer. Call 1-800-662-6200 for the location of your nearest Infiniti retailer.

### CARE OF YOUR RUN-FLAT TIRES

Because of the unique, state-of-the-art technology in your run-flat tires, the low pressure warning system, and the Infiniti wheel on which they are mounted, it is important that you return to your Infiniti dealer or Bridgestone/Firestone Certified Run-Flat retailer service center for each of the following:

- Any tire problem.
- Tire rotation.
- Tire replacement. We recommend that you not mix run-flat tires with conventional non-run-flat tires as the handling characteristics of run-flat tires and conventional tires are different. Clearly you will not have the run-flat capability with the conventional tires.
- Any problems with the low tire pressure warning system.

#### SAFETY WARNING

Your run-flat tires are designed for limited operation in a run-flat mode. The tires are not designed for continual or repeated driving with air pressure below that recommended by Infiniti. In that situation, your tires will get overheated. This can cause premature failure of your run-flat tires that could lead to serious personal injury or death.

### TIRE REPAIRS

Your Bridgestone run-flat tires should not be repaired. If they are damaged, they should be replaced by your Bridgestone/Firestone Run-Flat Certified Retailer under the terms of the Bridgestone/Firestone Run Flat Tire Warranty or by your Infiniti Retailer.

For further information, the *Consumer Tire Guide* on passenger tire care, safety and mileage performance is available in the United States by writing the Tire Industry Safety Council, Box 1801, Washington, D.C. 20013.

\*Provided by and published at the request of the tire manufacturers/warrantors.

# INFINITI TOTAL OWNERSHIP EXPERIENCE® Benefits

## ROADSIDE ASSISTANCE

As part of the **Infiniti Total Ownership Experience®**, Roadside Assistance is available to you, 24 hours a day, 365 days a year, for emergency roadside assistance should the need arise for any of the following items:

- Mechanical Breakdown
- Flat Tire
- Dead Battery
- Accident/Collision (One-way tow – loaner vehicle not included)
- Out of Gas
- Lock-out service

All Roadside Assistance services are provided exclusively by Cross-Country Motor Club, Inc., Boston, Massachusetts 02155, except in Alaska, California, Oregon, Wisconsin and Wyoming, where services are provided by Cross-Country Motor Club of California, Inc., Boston, Massachusetts 02155.

### HOW TO USE ROADSIDE ASSISTANCE

Should one of the disablements listed above occur, simply call the toll free number, 1-800-662-6200, and advise the Roadside Assistance Representative of your name, the vehicle identification number (VIN) of your car, your location, and the nature of the problem. (When travelling in Canada call 1-800-835-0221.) The

VIN can be found imprinted on a plate affixed to the upper dashboard on the driver's side of your Infiniti. The VIN is also printed on the permanent **Infiniti Total Ownership® Program** card which will be sent to you approximately 6 weeks after purchase of your new Infiniti.

### ON-SITE AND TOWING SERVICE

Depending on the type of vehicle problem you are experiencing, the Roadside Assistance Representative will determine the appropriate roadside assistance and/or flatbed (towing) service to be dispatched. In most cases, minor disablement services such as flat tire change, lock-out service, out-of-gas delivery, battery boost, etc., can be performed on-site so that you can be on the road again as soon as possible. There is no charge for the dispatch of on-site or towing service. Any charges for the replacement of keys, gas or non-warranty items will be your responsibility at the time of the repair or service.

Whenever possible, flatbed (towing) service will be dispatched for mechanical disablements or accident/collisions which render the vehicle inoperative. There is no charge for the towing service. Roadside Assistance will arrange to transport the vehicle to the nearest Infiniti dealer, if one is located within 250

miles, or to another authorized alternate service facility. Warranty covered repairs will be provided for under the terms of the applicable express Infiniti limited warranty. However, any non-warranty or accident/collision repairs will be your responsibility.

**Note:** You may be required to sign a receipt at the time of disablement to acknowledge receipt of the Roadside Assistance service rendered.

### EMERGENCY TRAVEL EXPENSE/TRIP INTERRUPTION BENEFITS

If you experience a mechanical breakdown more than 100 miles from your primary residence, you may be eligible for the following reasonable trip interruption benefits:

- Meals
- Lodging
- Substitute transportation
- Costs to reunite the vehicle and owner, after warranty repairs have been completed.

The Roadside Assistance Representative, (toll free number 1-800-662-6200), will explain Emergency Travel Expense/Trip Interruption benefits in detail and provide authorization of appropriate benefits. (When travelling in Canada, call 1-800-835-0221.) In some situa-

## INFINITI TOTAL OWNERSHIP EXPERIENCE® Benefits

tions you may be required to pay for these benefits initially. If so, the representative will provide instructions for reimbursement procedures. You must keep records of these expenses and submit them upon request. Emergency Travel Expense/Trip Interruption Benefits are not available for accident/collision and/or other non-warrantable disablements.

### COVERAGE

**Roadside Assistance is provided for all Infiniti vehicles from the date the vehicle is delivered to the first retail buyer or otherwise put into use, whichever is earlier, for a period of 48 months, without regard to mileage.**

Roadside Assistance is available to anyone operating the Infiniti vehicle with the authorization of the owner. [For purpose of Roadside Assistance benefits, "owner" includes the lessee of a leased vehicle.] These services are transferable with the resale of the vehicle for the time remaining on the original Infiniti new vehicle limited warranty coverage period. Roadside Assistance is available throughout the Continental United States and Canada.

### EXCLUSIONS

**Roadside Assistance is *not a warranty* and is not provided under any Infiniti or Nissan warranty, but is a *service* which is provided to you as**

part of the **Infiniti Total Ownership Experience®** to minimize any unforeseen vehicle operation inconvenience. Potential liability is expressly limited to the cost of the listed benefits and does not extend to incidental or consequential damages such as loss of use inconvenience, loss of pay, or commercial loss.

Roadside Assistance benefits exclude any costs related to repairs, parts replacement, labor, etc. which are incurred as a result of accident/collision, vehicle abuse, racing, vandalism or other items not covered by the Infiniti New Vehicle Limited Warranty. Also excluded are services for snow tires, repair to studs, mounting or demounting of snow chains, and any fines, fees or taxes which are associated with impound towing as a result of actual or alleged violation of any laws or regulations.

### SERVICE LOAN CAR PROGRAM

As part of **The Infiniti Total Ownership Experience®**, a participating Infiniti retailer will provide you with a complimentary Infiniti Service Loan Car when you present your Infiniti vehicle for warranty repair to a participating Infiniti retailer during the new vehicle limited warranty basic coverage period, subject to availability and the eligi-

bility requirements listed below.

The Eligibility Requirements for Service Loan Car are as follows:

- Only available during the 4 years/60,000 mile Infiniti New Vehicle Limited Warranty basic coverage period.
- You must be 21 years of age or older with a valid U.S. driver's license.
- You must provide proof of primary insurance.
- You must schedule the service appointment in advance.\*
- Other restrictions apply to loan car including mileage use and days use limitations.\*\*

*\* Depending upon availability, exceptions to the service appointment requirement may be made in the event your vehicle is inoperable due to unexpected mechanical failure. In such a circumstance the participating Infiniti retailer will strive to provide you with a Service Loan Car if possible.*

*\*\* Ask your retailer for details.*

**Note:** This program is **NOT a warranty, and is NOT part of the Infiniti New Vehicle Limited Warranty**, but rather a benefit of The Total Ownership Experience®. This program is subject to change without notice at any time.

## INFINITI EXTENDED PROTECTION PLAN

### LONG TERM MECHANICAL PROTECTION FOR YOUR INFINITI...

For extra peace of mind, you can add Infiniti's own Extended Protection Plan which provides you with long term mechanical protection beyond expiration of the limited warranty applicable.

Backed by Nissan, and designed exclusively for Infiniti owners, this coverage is available from your Infiniti dealer with a variety of options to fit your driving needs. Repairs can be performed at participating Infiniti dealerships.

For details, please contact your authorized Infiniti Dealer, or call us at:

**1-800-662-6200**

We'll send you complete information by return mail.





# MEMO



# MEMO



# CHANGE OF ADDRESS OR SUBSEQUENT OWNERSHIP NOTIFICATION



NO POSTAGE  
NECESSARY  
MAILED  
IN THE  
UNITED STATES

## BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 133 GARDENA, CA

POSTAGE WILL BE PAID BY ADDRESSEE

NISSAN NORTH AMERICA, INC.

PO BOX 191

GARDENA CA 90248-9981



# INFINITI EXTENDED PROTECTION PLAN

PLEASE SEND ME ADDITIONAL INFORMATION ABOUT INFINITI'S EXTENDED PROTECTION PLAN



INFINITI®

EXTENDED PROTECTION PLAN

_____	( _____ )	
Name	Evening Phone No.	
_____	( _____ )	
Address	Day Phone No.	
_____	_____	_____
City	State	Zip
_____	_____	_____
Model	Year	Purchase Date
_____	_____	_____
Dealer Name	City	State

# INFINITI EXTENDED PROTECTION PLAN



NO POSTAGE  
NECESSARY  
MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 133 GARDENA, CA



POSTAGE WILL BE PAID BY ADDRESSEE

INFINITI EXTENDED PROTECTION PLAN  
PO BOX 680  
GARDENA CA 90247-9987







